



Commonwealth of Virginia
Virginia Information Technologies Agency

ELECTRONIC MEDIA/VIDEOCONFERENCING EQUIPMENT

Optional Use Contract

Date: August 21, 2006

Contract #: VA-050912-WONE

Authorized User: State Agencies, Institutions and Public Bodies as defined in the Virginia Public Procurement Act (VPPA)

Supplier: Wire One Communications
1000 Park Forty Plaza
Durham, NC 27713

FIN: 23-2805984

Contact: Amanda Whitt, Territory Sales Manager
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E-mail: Amanda.whitt@wireone.com

Pricing: See Exhibit B

Term: September 29, 2005 – September 28, 2007

Payment: Net 30 days

Delivery: 30 days ARO or Date Established in Individual Orders

For Additional Information, Please Contact:

Virginia Information Technologies Agency
Supply Chain Management

Doug Crenshaw
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NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at: <http://www.vita.virginia.gov/procurement/contracts.cfm>

Prior review and approval by the **VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA)** for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.

CONTRACT #VA-050912-WONE
CONTRACT CHANGE LOG

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MASTER PRODUCT AND MAINTENANCE CONTRACT

THIS MASTER PRODUCT AND MAINTENANCE CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (hereinafter referred to as "VITA"), pursuant to §2.2-2012 of the Code of Virginia, and Wire One Communications ("Supplier") to be effective as of _____, 20__ ("Effective Date"). VITA and Supplier are referred to herein individually as "Party" and collectively as the "Parties."

1. PURPOSE

This Contract sets forth the terms and conditions under which Supplier agrees to sell certain of Supplier's Product, and to provide various Services to the Authorized Users.

2. DEFINITIONS

A. Acceptance

Acceptance shall take the form of

- successful delivery to the designated ship to location (Receipt) [for delivery only orders].
- completed acceptance testing in conformance with the Requirements as determined by VITA or Authorized User in the applicable order. If acceptance testing has not been completed within 30 days of installation or documented Receipt of the products, the products and/or services ordered will be deemed accepted [for orders that include installation and/or integrator services].

B. Authorized User

All Public Bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

C. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to the other Party in connection with or as a result of discussions related to this Contract, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the Disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

D. Product

Product, peripherals, and any other equipment, including the System Software, all upgrades, all applicable user documentation and related accessories as set forth on Exhibit A provided pursuant to this Contract.

E. Receipt (of Product)

An Authorized User or its Agent has physically received the Product at the correct ship to location.

F. Requirements

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Product described in the applicable documentation, Supplier's Proposal and such other parameters, characteristics, or performance standards for the Product that may be agreed upon in writing by the Parties. [Note: In case of conflict, see the Entire Contract clause for order of precedence.]

G. Service

Any Product related services provided, by Supplier under this Contract, including certain maintenance services for the Product in accordance with the terms of the Maintenance Contract attached hereto as Exhibit D which, upon its execution, is incorporated herein by reference.

H. System Software

The operating system code, including software, firmware and microcode, (object code version) for each Product, including any subsequent revisions, as well as any applicable documentation.

I. Supplier

Includes any individual who is an employee, sub-contractor, or independent contractor of Supplier to provide Products and/or Services under this Contract.

J. Supplier's Proposal

Proposal submitted by Supplier and accepted by VITA, attached hereto as part of Exhibit A.

K. VITA

Virginia Information Technologies Agency, an agency of the Commonwealth of Virginia pursuant to Chapter 20.1 (§§2.2-2005 et seq.) of the Code of Virginia.

L. Warranty Period

The time period following acceptance, as specified in the order for each Product.

3. TERM AND TERMINATION

This Contract shall become effective on the date set forth above, upon execution by VITA and Supplier. Equipment designated for Service by Supplier as listed in Attachment A of this Contract will continue under contract for two (2) years. Thereafter, this Contract may be renewed for three (3) subsequent twelve- (12) month periods should VITA elect.

VITA may terminate this Contract, in whole or in part, with respect to the purchase of Product upon not less than forty-five 45 days prior written notice at any time for any reason. Except for month to month service, VITA may terminate the Maintenance Contract Exhibit D upon written notice to Supplier prior to each anniversary date of the Maintenance Contract Exhibit D, as provided therein. Supplier shall submit any dispute to VITA for resolution according to the terms of the Dispute Resolution Section. Upon termination, VITA shall have no future liability except for Services rendered or Product delivered by Supplier prior to the termination date.

4. PURCHASE, DELIVERY, INSTALLATION AND ACCEPTANCE**A. Orders**

Supplier is required to accept any order placed through the eVA electronic procurement website portal (<http://www.eva.state.va.us>). eVA is the Commonwealth of Virginia's total electronic procurement solution. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

ii). Any order/payment transaction processed through the Commonwealth of Virginia's contract with American Express (AMEX). Each order must not exceed \$5,000, or the then-current charge card limit.

i). Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User.

This ordering authority is limited to issuing orders for the Products and Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract.

B. Delivery Procedure

Supplier shall deliver all Product F.O.B. destination, with such destination being the "ship to" address as specified in the applicable order. The delivery schedule shall be established by individual order, but shall not exceed 30 days after receipt of order (ARO) by the Supplier. Supplier shall bear all risk of loss of or damage to the Product until Receipt/Acceptance by the Authorized User and shall arrange and pay for all transportation and insurance sufficient to fully protect the Product while in transit. Each shipment shall include a packing slip indicating the Authorized User's order number, the part number, a description of the Product shipped and the

quantity shipped. Each package in any shipment shall be numbered, shall have stenciled on one end and one side a description of the quantity of Product contained therein by part number and description and shall conspicuously display the number of the package in that shipment which contains the packing slip. If required by the Authorized User, Supplier shall bar code all packages shipped. If any loss to, or damage of, the Product occurs prior to Acceptance by the Authorized User, Supplier shall immediately provide a replacement item. Title shall pass upon such Acceptance.

Supplier shall make available all appropriate and/or related user documentation at the time of delivery of the first unit of each different Product type. Product delivered without the appropriate and required documentation shall be considered "shipped short" until the applicable documentation has been received.

C. Late Delivery

Supplier hereby acknowledges and agrees that failure to deliver the Product ordered in strict accordance with the agreed upon delivery schedule determined in accordance with this Section shall constitute a material breach of this Contract resulting in damages to the ordering Authorized User, the total sum of which would be impracticable or difficult to ascertain as of the effective date of this Contract. As an estimate of the minimum amount of damages such Authorized User will suffer, Supplier agrees to credit the Authorized User an amount equal to two percent (2%) of the total purchase price, for each day of undelivered or unoperational Product for a period of ten (10) days following the agreed upon delivery date. If the delay lasts longer than ten (10) days, the Authorized User may immediately cancel the order and collect as late delivery damages ten percent (10%), and the Authorized User reserves any and all other remedies available at law or in equity. Any credit due the Authorized User will be applied to the next periodic invoice.

In the event the Supplier fails for any reason to deliver within (60) days of the agreed upon delivery date set forth in the order/schedule, the ordering Authorized User, at its own discretion, may give Supplier oral or written notice of such breach. Once notice by such Authorized User is sent or given, the Authorized User may immediately procure the items from another source. Once the Authorized User has effected a purchase from an alternate source (in accordance with the Virginia Public Procurement Act) the Parties agree that the Authorized User may charge-back Supplier, in which case Supplier agrees to reimburse the Authorized User for any difference in cost between the original contract price and the Authorized User's cost to cover from the alternate source. In no event shall any Authorized User be held to pay Supplier any costs incurred by Supplier, including but not limited to ordering, marketing, manufacturing, or delivering the item(s) which are subject of such Authorized User's notice of breach.

D. Purchase Price and Price Protection

Exhibit B sets forth the price by Product type (including whole units and repairable major components thereof) and the appropriate Commonwealth discounts. Prices for Product shall not increase and the discounts shall not decrease for a period of not less than two (2) years from the effective date of this Contract. Thereafter, any increase in price shall be limited to once per twelve (12) month period and shall not exceed the lesser of 3% or the annual increase in the Consumer Price Index for All Urban Consumers, All Cities Average, Seasonally Adjusted, as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior. Supplier shall demonstrate the added value for any requested price increase. Any change in price shall be submitted to all Authorized Users in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Semi-annually the prices for Product shall be checked against the IDC Smart Index, or other applicable industry index, and the prices in Exhibit B shall be appropriately reduced to ensure continued price competitiveness, if required. Supplier will pay any subscription costs associated with the index applicable. Supplier agrees to offer Product price reductions to ensure compliance with the Competitive Pricing Section.

E. Purchase Payment Terms

All payment obligations under this Contract are subject to the availability of legislative appropriations for this purpose. In the event of non-appropriation of funds for the items under this Contract, VITA may terminate this Contract, or any order, for those goods or services for which

funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed.

If any purchases are to be supported by federal funding, and such funding is not made available, VITA may terminate this Contract, or an Authorized User may terminate an order, for goods or services dependent on such federal funds without further obligation.

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Product has been shipped. Charges older than ninety (90) days may not be paid.

In the event Product is shipped without the applicable Documentation, payment shall not be due until the required documentation is provided.

If there are any disputed items, an Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with the Authorized User, provide the Authorized User with documentation to support the charge. All payment terms are net 30 days after Acceptance.

F. Invoice Procedure

Supplier shall remit each invoice to the bill to address provided with the order promptly after all Products or Services have been accepted. Payment for Software support Services shall be annually in arrears unless otherwise stated herein, or in any order referencing this Contract. No invoice shall include any costs other than those identified in Exhibit B or the executed order referencing this Contract. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit B, or as noted in any executed order referencing this Contract. Invoices issued by the Supplier shall identify at a minimum:

- i). Product or Service type and description
- ii). Quantity, charge and extended pricing for each Product and/or Service item
- iii). Applicable order date
- iv). This Contract number and the applicable order number
- v). Supplier's federal Employer Identification Number (EIN).

ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY PUBLIC BODY (as that term is defined in §2.2-4301 of the Code of Virginia) OF ANY COUNTY, CITY, OR TOWN LOCATED WITHIN THE COMMONWEALTH OF VIRGINIA ARE THE SOLE OBLIGATION OF THE COUNTY, CITY, OR TOWN PLACING THE ORDER AND NOT THE RESPONSIBILITY OF VITA.

G. Product Installation

Unless otherwise agreed, Supplier shall provide the initial installation of all Product at no additional charge. Installation shall include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, related necessary services to allow for Acceptance by the Authorized User.

All Product installations shall comply with building and facilities standards established by the ordering Authorized User. If such Authorized User installs the Product, Supplier shall provide all reasonably necessary telephone assistance at no charge.

H. Product and/or Service Acceptance Criteria

Product shall be accepted when the ordering Authorized User determines that it successfully operates in accordance with the Requirements, but not longer than 30 days from Receipt/installation. Such Authorized User agrees to commence acceptance testing within a reasonable time period after receipt or installation of the Product or within such other time period mutually agreed upon by the Parties. Service shall be accepted when the Authorized User determines that the Services have been provided in accordance with the Requirements, but not longer than the time specified for the completion of service, as specified in the Order, or thirty (30) days from receipt, whichever is longer. Supplier agrees to provide to the Authorized User such

assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts.

I. Product Discontinuation

During the term of this Contract, if any Product listed on Exhibit A is discontinued and Supplier does not offer a substitute acceptable to VITA, Supplier shall, for each Authorized User who purchased the discontinued Product, continue to meet such Authorized User's needs for the discontinued Product for not less than three (3) months. Additionally, Supplier shall make available to the Authorized User maintenance parts for discontinued Product for five (5) years from the date of such discontinuation. In every event, Supplier will provide any Authorized User with 120 days advance written notice of its intent to discontinue any Product type previously ordered by such Authorized User.

J. Supplier's Report of Sales and Industrial Funding Adjustment

The Supplier shall submit the "Supplier Monthly Report of Sales" which is available online at: (URL to be provided at later date). The report shall be submitted in electronic form via electronic mail to the VITA Contract Administrator and the VITA Controller (email addresses to be provided upon award), by the 10th day of every month, reporting all invoices paid by VITA for the preceding month. The report shall also show a cumulative record of all sales which shall carry forward for the duration of the Contract. The Supplier Monthly Report of Sales template (in MS Excel format) indicated at the link above is required to be used by the Supplier and provided to VITA.

The "Supplier Monthly Report of Sales" is a detailed record that is prepared from actual invoices submitted to and paid by the Authorized User pursuant to this Contract. Data submitted shall include Name of Project, Supplier's tax identification number, invoice date, invoice number, order number, name of requesting entity, User name and telephone number, amount billed for services performed for previous month, and IT service category.

The Supplier shall submit Industrial Funding Adjustment payment at the same time as submitting the "Supplier Monthly Report of Sales" in the form of a check or electronic funds disbursement made payable to the Controller of VITA, based on 2% of total sales under this Contract. Supplier shall include this Contract number, "report amounts" and "report period" with all Industrial Funding Adjustment payments. Supplier shall remit Industrial Funding Adjustment payments made via check to: VITA, ATTN: Controller; 110 South 7th Street, 3rd Floor; Richmond, VA 23219-3931. Failure to comply with reporting and payment requirements of this section shall result in default of Contract.

5. PRODUCT SUPPORT

A. VITA or Third Party Support

1. Documentation and Support Availability

In the event VITA elects to discontinue the Maintenance Contract, Exhibit D, Supplier shall provide all the necessary user and installation documentation and maintenance and repair training reasonably required to enable any Authorized User to maintain and repair the Product itself or to obtain support and maintenance services from a third-party. Supplier shall also provide the documentation and training necessary to allow any Authorized User to self-maintain to the subcomponent level. In addition, Supplier agrees to provide, for a period of five (5) years from the date of the last purchase, spare parts and components at the cost set forth in Exhibit B, including those solely sourced by Supplier, to enable any Authorized User or its designated third-party maintenance provider to provide full maintenance and repair of the Product.

2. Timeliness and Price

Supplier agrees to make the above-referenced documentation, training and spare parts and components available within fifteen (15) days following receipt of a written request, and at a cost set forth in Exhibit B, such cost not to exceed Supplier's published price list, or the fair

market value, but in no event at prices above the lowest price paid by any other customer of Supplier. In addition, Supplier agrees to sell Product, as set forth in Exhibit attached hereto, to any Authorized User's third-party maintenance provider under contract with such Authorized User, at the prices as set forth in Exhibit B for the sole purpose of supporting the Authorized User's installed inventory. Supplier agrees to document and provide to all Authorized Users in a timely manner any and all revisions to information and parts and components lists as they are developed or supplied by Supplier.

B. Engineering Changes and Product Modification

For each Authorized User that purchased Product, Supplier agrees to document and provide to such Authorized User any and all planned engineering changes to the Product ninety (90) days prior to incorporation. All engineering changes which affect the safety of the Product ("Safety Changes") or the ability of the Product to meet the published specifications ("Performance Changes"), shall be made at no cost to the Authorized User. Supplier shall install all Safety Changes and Performance Changes within thirty (30) days after issuance of the engineering change order by the Product manufacturer. If such engineering changes affect Product processing or operating capability, they shall be scheduled at the Authorized User's request as to time and at the Authorized User's option. The Authorized User shall have the option to waive/pre-approve all other engineering changes planned by Supplier on the Product delivered or planned for delivery to the Authorized User.

C. Training

The Product purchase price includes all costs for the training of one trainer at the ordering Authorized User's designated location on the use and operation of the Product, including instruction in any necessary conversion of such Authorized User's data for such use. Pursuant to a mutually agreed upon schedule, Supplier shall provide sufficient personnel experienced and qualified to conduct such training. Available optional training, and applicable pricing and discounts, are described in Exhibit C.

D. Parts and Maintenance Support

Supplier agrees to make available new/like new spare parts and complete maintenance for each Product type ordered by an Authorized User, for five (5) years from the date of shipment of the last unit of any given Product type. Thereafter, Supplier shall advise such Authorized User of its intent to discontinue either certain parts or maintenance services for any Product type ordered by the Commonwealth,

Supplier shall notify the Authorized User one (1) year prior to the effective date of any such discontinuance, and shall provide to the Authorized User the opportunity to purchase spare parts in a quantity adequate to support its install base. Should Supplier advise the Authorized User of its intent to discontinue certain parts for any Product type ordered by the Authorized User, the Authorized User has the option to request and Supplier has the obligation to provide, all documentation, including source code, required to ensure ongoing support, including full maintenance and repair by the Authorized User or its designated third-party maintenance provider within thirty (30) days prior to the discontinuance date or replace the unsupported Product with a supported Product at no more than the cost delta between the supported Product and the unsupported Product.

6. WARRANTY AND REMEDY

A. Supplier

Supplier shall perform its warranty and maintenance obligations hereunder in accordance with the highest professional duty of care.

B. Ownership

Supplier is the owner of the Product or otherwise has the right to grant to any Authorized User title to or the right to use the Product provided hereunder without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third-party. Upon receipt of payment, the ordering Authorized User shall obtain good and clear title to the Product,

excluding the System Software, free and clear of all liens, claims, security interests and encumbrances.

C. Supplier Viability

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract that no legal proceedings have been threatened or brought against Supplier that could threaten performance of this Contract and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

D. Compatibility

Supplier warrants that each Product provided hereunder is, and shall continue to be, data, program, and upward compatible with any other Product available or to be available from Supplier within the same family of Products so that data files created for each Product can be utilized without adaptation of the other Products, and so that programs written for the Product shall operate on the next generation of Products, and not result in the need for alteration, emulation, or other loss of efficiency for a period of not less than two (2) years.

E. Product

Supplier warrants the following with respect to the Product:

- i). If Product is pursuant to a particular Request for Proposal, such Product shall be fit for the particular purposes specified by VITA and Supplier is possessed of superior knowledge with respect to the Product and is aware that Authorized Users are relying on Supplier's skill and judgment in providing the Product;
- ii). The Product shall be free of defects in material, design and workmanship;
- iii). Upon delivery, the Product shall be new and in good operating condition and shall have all released engineering changes released to date already installed;
- iv). Each Product delivered hereunder shall function in conformance with the Requirements;
- v). Any engineering changes made to the Product or System Software revisions shall not degrade the performance of the Product to a level below that defined in the applicable Request for Proposal, and Supplier's published specifications;
- vi). Upon delivery, all System Software shall be at the current release level unless otherwise requested by the ordering Authorized User; and
- vii). The System Software shall not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the System Software, nor shall Supplier disable any Authorized User's use of such System Software through remote access or otherwise. If the System Software contains authorization codes allowing access to a data base or other software, Supplier warrants that such codes shall be perpetual and non-expiring.

F. Warranty Services

Supplier shall provide the following services during the warranty period (including unlimited telephonic support and all necessary travel and labor) without additional charge to maintain the Product in accordance with the Requirements:

- i). Supplier shall at a minimum provide one-year return to manufacturer warranty on all proposed equipment.
- ii). Supplier shall promptly notify all Authorized Users of any defects or malfunctions in the Product or documentation of which it learns from any source, correct any such defects or malfunctions or provide a workaround until corrected within ten (10) business days of knowledge of such defect or malfunction and provide all Authorized Users with corrections of same, at no additional cost. In the event that any Authorized User identifies, within such Warranty Period, any design defect or non-conformance to the Requirements, Supplier, at Supplier's sole expense, shall provide all parts, components and services required to correct the design defect and restore such item or shall replace it, so that it functions as warranted. If

Supplier is unable to make the failed Product conform within forty-five (45) days following notification by such Authorized User, Supplier shall, at the Authorized User's request, accept return of such Product(s), and return all monies paid for the failed units. Service provided by Supplier to correct the design defect shall be on-site/remote. Supplier shall be solely responsible for the shipping cost to return any Product to Supplier.

- iii). Make available to all Authorized Users, no later than the first day of general release, copies of the System Software and documentation revised to reflect any enhancements (including new releases and upgrades) to the System Software.
- iv). If Product is non-operational at the time of installation or fails within the initial thirty (30) days of operation, Supplier shall replace such item within ten (10) days of notification of such fact by the ordering Authorized User. Any replacement Product shall become the sole property of such Authorized User and any defective Product shall become the sole property of Supplier. Supplier shall be solely responsible for the shipping cost to return Product to Supplier.
- v). For a period of five (5) years following acceptance of the Product by an Authorized User, Supplier warrants that the Product's performance standards and Mean Time Between Failure (MTBF) standards, calculated based upon such Authorized User's installed base of Supplier Product, shall be at least as good as the standards set forth in Exhibit A. If the Product fails to satisfy (i) the MTBF standards or (ii) the performance standards for that Product type as set forth herein, Supplier shall pay for any and all additional repairs, parts and labor required to bring Product to the appropriate level set forth in Exhibit A including the cost to retrofit the entire installed Product base. If Supplier fails to so modify or replace the Product so as to achieve the MTBF standards within forty-five (45) days, the Authorized User may, at its option, return such Product and receive a full refund during the Product warranty period, or if the warranty has expired, receive a straight line pro-rated refund, by year thereafter for the five (5) year period following installation of the Product.
- vi). Supplier shall provide an option to upgrade to an on-site warranty on all proposed equipment. The on-site warranty upgrade must include four (4) hour response time during normal business hours (8:00 a.m. to 5:00 p.m.) and next business day parts replacement.
- vii). Resolve all problems according to the following:
 - a). Priority 1 (System Down) within twenty-four (24) hours
 - b). Priority 2 Certain Processing interrupted or malfunctioning but system able to process) within forty-eight (48) hours
 - c). Priority 3 (minor intermittent malfunctioning, system able to process data) within four (4) days.

The level of severity (e.g., critical, significant, other), shall be defined by Authorized User identifying the problem with the Product.

THE OBLIGATIONS OF SUPPLIER UNDER THIS SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.

7. SCOPE OF USE

Any Authorized User may use the Product, and any software licensed in connection with such Product, on a worldwide basis for the benefit of itself and its agents. Supplier further authorizes use of the Product by third parties who are under contract with an Authorized User to provide outsourcing services, including but not limited to providing application development services, data processing or facilities management services for the benefit of such Authorized User. For Products to which an Authorized User takes title under the terms of this Contract, there are no restrictions on such Authorized User's subsequent resale or distribution thereof.

8. SOFTWARE LICENSE**A. License Grant**

Supplier hereby grants to each Authorized User a fully paid, perpetual, worldwide, nonexclusive, transferable, irrevocable license to use System Software for each Product. Each license granted under this Contract authorizes such Authorized User to use Supplier licensed programs in machine readable form on any system without limitation. The System Software is the property of Supplier, and no title or ownership of the System Software or any of its parts, including documentation, is transferred to the Authorized User. In the event Supplier is remarketing a commercially available software program, Supplier shall pass through the provision of the original vendor's license which shall apply in lieu of the foregoing terms and conditions. Each license granted under this Section authorizes the Authorized User to use the licensed programs in machine readable form on any system without limitation.

B. Limitations on Copying and Disclosure

An Authorized User may make a reasonable number of backup copies of the System Software. Such Authorized User agrees that any copies of the software or documentation which it makes pursuant to this Contract shall bear all copyright, trademark and other proprietary notices included therein by Supplier and, except as expressly authorized, the Authorized User shall not distribute same to any third-party without Supplier's prior written consent.

C. Business Continuity and Recovery

In the event that all of an Authorized User's copies of the System Software, including all backup copies, are destroyed, irreparably damaged or otherwise lost due to fire, explosion, sabotage, flood or other natural disaster not occasioned by the fault of such Authorized User, Supplier shall provide to the Authorized User, at no additional cost, a replacement copy of the System Software and documentation; provided however, that nothing contained in this Section shall obligate Supplier to replace or assist in the recovery of data lost concurrent with the loss of the System Software.

9. COMPETITIVE PRICING

Supplier warrants and agrees that each of the charges, economic or product terms or warranties granted to VITA pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Supplier. If Supplier enters into any arrangements with another customer of Supplier or with an Authorized User to provide Software or Services under more favorable prices, as the prices may be indicated on Supplier's current US and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Supplier shall immediately notify VITA of such change.

10. CONFIDENTIALITY**A. Treatment and Protection**

Each Party agrees to (i) hold in strict confidence all Confidential Information of the other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not to transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of such Authorized User that are bound by a non-disclosure Contract with such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;

- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). independently developed by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). information required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

C. Return or Destruction

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing Party, the receiving Party shall (i) at its own expense, (a) promptly return to the disclosing Party all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Party, or (b) upon written request from the disclosing Party, destroy such Confidential Information and provide the disclosing Party with written certification of such destruction, and (ii) cease all further use of the other Party's Confidential Information, whether in tangible or intangible form.

11. LIABILITY AND INDEMNIFICATION

Supplier agrees to indemnify, defend and hold any Authorized User, its officers, directors, agents and employees ("Authorized User's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Authorized User's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee or subcontractor of Supplier, (ii) breach of any representation, warranty or covenant of Supplier contained herein, (iii) any defect in the Product or Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Product or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to the Authorized User against whom the claim has been asserted.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Product or Services, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Product or Services, or any component thereof; or (b) replace or modify such infringing Product or Services, or any component thereof, with non-infringing Products or Services satisfactory to VITA. And in addition, Supplier shall provide any Authorized User with a comparable temporary replacement Product or reimburse any Authorized User for the reasonable costs incurred by such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Product. If Supplier cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Supplier shall accept the return of the infringing component of the Product or Services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to Supplier for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

12. SECURITY COMPLIANCE

Supplier agrees to comply with all provisions of VITA's then current security procedures as are pertinent to Supplier's operation and have been supplied to Supplier by VITA and further agrees to comply with all applicable federal, state and local laws. Supplier shall indemnify, defend, and hold VITA, its officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from VITA, its officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant to this Section.

13. BANKRUPTCY

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, or ceases business operations for any reason and other than assignment as allowed by this Contract, then VITA may immediately terminate this Contract on notice to Supplier unless Supplier immediately gives VITA adequate assurance of the future performance of this Contract. If bankruptcy proceedings are commenced with respect to Supplier, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until Supplier assumes or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision. Any such suspension of further performance by VITA pending Supplier's assumption or rejection shall not be a breach of this Contract, and shall not affect VITA's right to pursue or enforce any of its rights under this Contract or otherwise.

14. GENERAL**A. Relationship Between VITA and Supplier**

Supplier has no authority to contract for VITA or in any way to bind or to commit VITA to any agreement of any kind or to assume any liabilities of any nature in the name of or on behalf of VITA. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an employee of VITA, and VITA shall have no duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that VITA is not responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties, including, but not limited to, any federal, state or local withholding or employment taxes, imposed, assessed or levied as a result of this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA, shall be reimbursed by Supplier upon demand by VITA.

B. Incorporated Contractual Provisions

The contractual provisions at the following URL are statutorily mandated provisions that are hereby incorporated by reference, including the contractual claims provision §2.2-4363 of the Code of Virginia: http://www.vita.virginia.gov/procurement/documents/terms_04-05sw.pdf.

C. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

D. Dispute Resolution

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to VITA at the time of the occurrence or beginning of the work upon

which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. VITA shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the purchasing agency's decision on the claim, unless that agency fails to render its decision within thirty (30) days. The decision of the purchasing agency shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to VITA's alternative dispute resolution (ADR) procedures. Supplier may invoke VITA's ADR procedures at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by VITA, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include the right to terminate any license or support services hereunder.

E. Advertising and Use of Proprietary Marks

Supplier shall not use any Authorized User's name or refer to any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of Such Authorized User. In no event may Supplier use a proprietary mark without receiving the prior written consent of the Authorized User.

F. Notices

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to the addresses shown on the signature page. Either Party may change its address for notice purposes by giving the other Party notice of such change in accordance with this Section.

G. No Waiver

Any failure to enforce any terms of this Contract shall not constitute a waiver.

H. Assignment

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of each party hereto. Supplier may not assign, subcontract, delegate or otherwise convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of the Parties to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be 30 days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

I. Captions

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

J. Severability

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. The Parties further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

K. Survival

The provisions of this Contract regarding Software License, Warranty, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

L. Force Majeure

Neither Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination.

M. Remedies

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA reserves any and all other remedies that may be available at law or in equity.

N. Right to Audit

VITA reserves the right to audit those Supplier records that relate to the Product purchased and Services rendered or the amounts due Supplier for such services under this Contract. VITA's right to audit shall be limited as follows:

- i). Three (3) years from Service performance date;
- ii). Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- iii). Excludes access to Supplier cost information.

O. Contract Administration

Supplier agrees that at all times during the term of this Contract an account executive, at Supplier's senior management level, shall be assigned and available to VITA. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

P. Entire Contract

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- Exhibit A Request for Proposal and Supplier's Proposal
- Exhibit B Pricing
- Exhibit C Training and educational offerings
- Exhibit D Maintenance Contract
- Exhibit E Wire One Procedures Manual

This Contract, its Exhibits, and any prior NDA constitute the entire agreement between the Parties and supersedes any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. This Contract may only be amended by an instrument in writing signed by VITA and Supplier. In the event of a conflict, the following order of precedents shall apply:

1. This document
2. Suppliers Cost Proposal
3. Suppliers Technical Proposal
4. Request for Proposal 2005-027

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract with its legal counsel.

Executed as of the last date set forth below by the undersigned authorized representatives of the Parties.

Supplier

By: MOB

(Signature)

Name: MARK D BRADY

(Print)

Its: VICE PRESIDENT

Date: Sep 16, 2005

VITA

By: Doug Crenshaw

(Signature)

Name: Doug Crenshaw

(Print)

Its: Strategic Sourcing Manager

Date: 9/29/05

Address for Notice:

1100 First Avenue

Suite 400

King of Prussia, PA 19406

Attention: CFO

Address for Notice:

Attention: Contract Administrator

EXHIBIT A
CONTRACT NUMBER VA-050912-WONE
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
Wire One Communications.

Exhibit A is hereby incorporated into and made an integral part of Contract Number VA-050912-WONE ("Contract") between the Virginia Information Technologies Agency ("VITA" or "Commonwealth" or "State") and Wire One Communications ("Wire One" or "Contractor").

In the event of any discrepancy between this Exhibit A and Contract No. VA-050912-WONE, the provisions of Contract No. VA-050912-WONE shall control.

1. REQUIREMENTS / STATEMENT OF NEED

Suppliers are required to indicate their capability of fulfilling each requirement below. Those answers will be prioritized and compared to the capabilities of each of the suppliers' products and/or services, in order to determine the best solution for VITA.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of services by the Supplier. In order to respond to each requirement, you are requested to enter a code in the space provided in Column A that best corresponds to your intended response for the requirements listed.

The acceptable codes for Column A are as follows:

Y = "Yes" - You can fully meet the requirement as documented. Include documentation showing how you will fulfill the requirement, including any alliances with other suppliers. Indicate in Column B a description or if necessary, cross-reference to the appropriate section of your proposal.

F = "Yes, Future" - You will be able to fully meet this requirement for VITA in the near future. Provide a proposed start date and cross-reference any attached documentation in Column B.

N = "No" - You cannot meet the requirement and you have no plans at the present time to be in the position to meet this need.

In a few instances, we have posed some open-ended questions in situations where the answer will not be a yes or no. Please provide adequate information to allow VITA to properly evaluate your proposal.

A. Audio Visual Products:

It is the intention of the Commonwealth to have Offerors propose a discount percentage (either by complete catalog or categories within a catalog) to current catalog prices listed on a referenced, publicly available price list or a discount from a publicly available manufacturer's suggested retail price for audio visual equipment, accessories, components, multimedia furniture, warranty, and maintenance for the products. In addition, Offerors should propose solutions for full installation / integrator services of that equipment so Authorized Users may have one source for their complete audio visual needs.

The Offeror shall list the manufacturer(s) and provide or list their current catalog(s) for audio visual equipment and accessories it is proposing for this RFP. Offeror be asked to provide the catalog(s) for evaluation purposes and/or prior to award. A Price Schedule must be completed for each manufacturer reflecting discount information. The catalogs and price lists shall be used solely for purposes of defining the product offerings and prices to apply discounts. Any terms and conditions contained in the catalogs or price lists or future versions of these documents shall have no effect in any contract awarded by the Commonwealth of Virginia as a result of this RFP. Nothing in these documents or future versions of these documents shall be deemed to limit or clarify any obligation of the contractor stated in this RFP, nor shall it be deemed to impose any obligation on the Commonwealth.

The Offeror must be able to provide all products and services proposed to all locations throughout the Commonwealth of Virginia.

A.	Requirements	A Y, F, or N	B Comments / Description
1.	Can your firm provide audio visual products, accessories, multimedia furniture, and components? If so, which manufacturer's product lines? Which products from each product line?	Y	ACTIVE LIGHT - Category A ACTIVE LIGHT - Category B ADI - Category A ADI - Category B ADI - Category C

			ADTRAN ALBATRON - XGA Monitors AMD AMX/Panja- control systems AMX / Panja- accessories AUDIO-TECHNICA AV BLUE AVTEQ BELDEN - cabling BI AMP BRETTFORD CANON DOC CAMS CHIEF CLEAR ONE/STARIN - carts CLEAR ONE/STARIN - doc cams CODIAN COMPREHENSIVE VIDEO GROUP CRESTRON CROWN CTG CTG - cables DA-LITE DRAPER ELMO DOC CAMS EXTRON - cables EXTRON - da's EXTRON - switchers FREE FLIGHT - camera mounts GENTNER/STARIN INITIA INNOVATIVE COMMUNICATIONS - camera mounts JBL - audio speakers KRAMER LG - plasmas LIBERTY - cabling LOGITECH MIDDLE ATLANTIC MONIVISION NEC - high res plasmas NEC - low res plasmas NEC - projector lamps NEC - projectors
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			NEC - stands/speakers PANASONIC - high res plasmas PANASONIC - low res plasmas PANASONIC - projectors PANASONIC - accessories PANEL CRAFTERS PEERLESS PIONEER - high res plasmas PIONEER - low res plasmas PIONEER - plasma accessories PROXIMA - projectors RADIO DESIGN LABS (RDL) RGB SPECTRUM SAMSUNG - doc cams SAMSUNG - plasmas SHARP - large LCD displays (26" +) SHARP - small LCD displays (20" & below) SHURE SMART SONY - cameras SONY - DVD/VHS recorders SONY - monitors SONY - VIDEO (SEE BELOW) SONY - Plasmas SONY - misc SPECTRUM STARBAK - Category A STARBAK - Category B STARBAK - Category C SWITCHCRAFT - connectors TECNEC VFI - furniture VFI - accessories XANTECH ZENITH
2	If you responded yes to question 1, can your firm provide installation / integrator services for these products? If so, which ones?	Y	All
3	Does your firm have a formal relationship with the manufacturers of the products you have proposed?	Y	Equipment is purchased directly from the manufacturer or an authorized distributor.

4	If you responded yes to question 3, does this relationship provide for statewide sales and service for the products contained in the manufacturers catalog?	Y	
5	Have you provided products and / or installation services for other clients similar to the Commonwealth of Virginia?	Y	
6	If you responded yes to question 5, can you provide three references we can contact at these locations / installations? If yes, please attach the company name, address, contact person, and phone number for each location.		<p>J. Sargeant Reynolds Community College 1701 East Parham Road Richmond, VA 23228 Contact: Bruce Saunders Phone: 804-371-3243</p> <p>Germanna Community College 1000 Germanna Point Drive Fredricksburg, VA 22408 Contact: Jacque Hirsch Phone: 540-727-3091</p> <p>Virginia Dept of Health Madison Upper Basement 33 109 Governor Street Richmond, VA. 23219 Contact: Richard Watson Phone: 804-86407179</p>

B. Video Conferencing Equipment:

It is the intention of the Commonwealth to have Offerors propose a discount percentage (either by complete catalog or categories within a catalog) to current catalog prices listed on a referenced, publicly available price list or a discount from a publicly available manufacturer's suggested retail price for video conferencing equipment, auxiliary equipment, installation, maintenance and warranty of that equipment and all components available for the video equipment itself.

The access platforms at Authorized Users sites include but are not limited to: ISDN, IP, ATM, LAN/WAN, partial and full T-1, and DSL. Offerors should include any cards, interfaces, "black boxes", ancillary equipment, cables, etc., customarily used for the network access options cited and "turnkey" integrator services, so video equipment purchased will communicate over the Commonwealth ATM backbone with other Commonwealth video Authorized Users, as well as, video users off the state's network in their proposal.

The Offeror must provide the complete line of videoconferencing manufacturers' products and video bridge manufacturers' products, including but not limited to, hardware necessary to configure desktop, set-top, executive/personal, roll-about, telemedicine, field communication and video bridge / Multipoint Control Unit (MCU) systems. In addition, the Offeror must provide full video conferencing product installation and integrator services.

In accommodating the specific Authorized User needs for auxiliary hardware to make the video conferencing equipment and video bridges operationally complete, the Offeror must also provide a full line of available products from auxiliary equipment manufacturers. These manufacturers may or may not be the same as the video conferencing and video bridge equipment.

Minimum equipment specifications are listed in Appendix A. The Offeror shall list the manufacturer(s) and provide or list their current catalog(s) for videoconferencing equipment it is proposing for this RFP. Offeror may be asked to provide the catalog(s) for evaluation purposes and/or prior to award. A Price Schedule must be completed for each manufacturer reflecting discount information. The catalogs and price lists shall be used solely for purposes of defining the product offerings and prices to apply discounts. Any terms and conditions contained in the catalogs or price lists or future versions of these documents shall have no effect in any contract awarded by the Commonwealth of Virginia as a result of this RFP. Nothing in these documents or future versions of these documents shall be deemed to limit or clarify any obligation of the contractor stated in this RFP, nor shall it be deemed to impose any obligation on the Commonwealth.

The Offeror must be able to provide all products and services proposed to all locations throughout the Commonwealth of Virginia.

B.	Requirements	A Y, F, or N	B Comments / Description
1.	Can your firm provide video conferencing and auxiliary equipment? If so, which manufacturer's product lines? Which products from each product line?	Y	CODIAN POLYCOM - ALL TANDBERG – ALL SONY – ALL VCON – ALL CANON – ALL ELMO – ALL AMD (Telemedicine) – ALL RADVISION – ALL Also see items in response to question A. 1.
2.	If you responded yes to question 1, can your firm provide installation / integrator services for these products? If so, which ones?	Y	All
3.	Does your firm have a formal relationship with the manufacturers of the products you have proposed?	Y	Equipment is purchased directly from the manufacturer or an authorized distributor.
4.	If you responded yes to question 3, does this relationship provide for statewide sales and service for the products contained in the manufacturers catalog?	Y	

5	Have you provided products and / or installation services for other clients similar to the Commonwealth of Virginia?	Y	
6	If you responded yes to question 5, can you provide three references we can contact at these locations / installations? If yes, please attach the company name, address, contact person, and phone number for each location.	Y	<p>Old Dominion University Room 206 Gornto Teletechnet Building Hampton Boulevard Norfolk, VA 23529 Contact: Derek Meersman Phone: 757-683-4528</p> <p>Virginia Commonwealth University 901 Park Avenue Room B-40 Richmond, VA 23284 Contact: Carol Haley, Director of Media Services Phone: 804-828-1099</p> <p>Radford University 501 Stockton Street Radford, VA 24142 Contact: Randy McAllister Phone: 540-831-7514</p>
7	Identify the PC Based USB Systems from your catalog(s) that meet the minimum requirements for PC Based USB Systems listed in Appendix A.		Polycom PVX with Logitech Camera
8	Identify the Set-top Video conferencing Systems from your catalog(s) that meet the minimum requirements for Set-top Videoconferencing systems listed in Appendix A.		<p>TANDBERG 990 MXP with NPP. Multisite optional feature.</p> <p>Additional cost effective option with the similar feature set minus the XGA support in single monitor mode, voice activation.</p> <p>Polycom VSX 7000 with People+Content IP. Optional Multipoint license key.</p>

9	Identify the Executive / Personal Video conferencing Systems from your catalog(s) that meet the minimum requirements for Executive / Personal Videoconferencing Systems listed in Appendix A.		<p>TANDBERG 1500 MXP with NPP and Multisite.</p> <p>Polycom VSX 3000 with Multipoint license and People+Content IP software (No XGA support on videoconferencing).</p> <p>Sony PCSTL50 with Multipoint Key and Data solution box.</p>
10	Identify the Roll-about Video conferencing Systems from your catalog(s) that meet the minimum requirements for Roll-about Video conferencing Systems listed in Appendix A.		<p>TANDBERG 990 MXP with NPP. Multisite optional feature.</p> <p>Note – the Tandberg Portable 3000MXP matches the specs in the rack mountable version and supports an extra PTZ camera.</p> <p>Polycom VSX 8400 optional Multisite key.</p>
11	Identify the Telemedicine Video conferencing Systems from your catalog(s) that meet the minimum requirements for Telemedicine Video conferencing Systems listed in Appendix A.		<p>TANDBERG Intern MXP with NPP.</p> <p>Polycom Medlink with VSX 8000.</p>
12	Identify the Field Communications Systems from your catalog(s) that meet the minimum requirements for Field Communication Systems listed in Appendix A.		<p>TANDBERG Tactical MXP with IP/ISDN or V.35 and Multisite.</p> <p>Optional WAVE Camera</p>

1 3 .	Identify the Video Bridges (MCU) Systems from your catalog(s) that meet the minimum requirements for Video Bridges (MCU) Systems listed in Appendix A.		TANDBERG MPS Codian RADVISION VialP Polycom MGC Gatekeeper Options: Tandberg Gatekeeper RADVISION ECS Polycom Path Navigator
1 4 .	Identify and describe the Central Software Management and Scheduling Systems from your catalog(s) that meet the minimum requirements for Central Software Management and Scheduling Systems listed in Appendix A.		TANDBERG Management Suite with Client Solution Package, Application Integration Package and Network Integration Package

C.

D.

E.

F.

G.

H. Account Representative:

The Commonwealth requires an Account Representative be named as a single point of contact for ordering, billing, and problem resolution. The Commonwealth requires the Contractor to provide a toll free (800, etc.) phone number in order to facilitate contacting the Account Representative.

C.	Requirements	A Y, F, or N	B Comments / Description
1 .	Can you provide a single point of contact to be named as Account Representative if awarded a contract?	Y	
2 .	If you responded yes to question 1, can you provide a toll free phone number?	Y	Amanda Whitt – 888-448-7726 x 1082

I. eVA Implementation Requirements:

Should your firm be selected to provide products and services, you will be asked to offer all products and services which your firm offers in that category, in an eVA catalog. Include your current eVA implementation readiness, time needed to complete implementation, requirements, anticipated delays, and overall proposed plan.

D.	Requirements	A Y, F, or N	B Comments / Description
1 .	Do you currently have a catalog on eVA? If so, for what products/services? Are you	Y	Wire One's current eVA catalog contains the following

	currently doing any other business on eVA?		products and services: videoconferencing endpoints, MCUs, maintenance, audio visual peripherals and integration services.
2	If you are already doing business on eVA, please provide up to five examples of your success and timeliness of implementing on eVA.		Wire One has implemented hundreds of systems purchased through eVA. We have been registered with eVA since its inception. Successful project examples include: <ul style="list-style-type: none"> ▪ Virginia Department of Health ▪ Virginia Department of Education ▪ University of Virginia ▪ Virginia Tech ▪ Red Onion Correctional Facility
3	Are there any restrictions that will hinder your ability to successfully implement on eVA?	N	Wire One has a history of successful implementation of an eVA catalog. Our accounting department has a person who deals specially with the needs of state contracts and has a solid record of prompt payment of fees due to the Commonwealth of Virginia.
4	Provide an in-depth and clear implementation plan if you were to be awarded a contract.		Wire One is currently doing business on eVA. Our implementation plan for this new contract would involve the following: <p>Meeting with eVA and VITA personnel to make sure Wire One is taking full advantage of getting information to VITA users through the eVA system.</p> <p>Update all pricing and information. We have a corporate specialist dedicated to the maintenance and special needs of state contracts. This person will maintain the pricing and product information for this catalog. She is in constant contact with the manufacturers</p>

			<p>so that as new price lists come out, she can quickly update. As a result of interactions between this specialist and VITA and eVA, she will come up with a yearly plan/timetable so all parties know what to expect.</p> <p>Provide link from the Wire One website to the eVA catalog. We have a section dedicated to state government on our website. We use this to provide information relevant to states plus links to various state catalogs.</p> <p>Provide customer base new contract and contract number. This should be through an e-mail campaign that also details instructions and other benefits. This will be part of an effort to get state users to subscribe to our free newsletter.</p>
5.	What is your anticipated time required to post a catalog or punch-out catalog on eVA after contract award? Provide detailed explanation. How would you minimize the time to complete implementation?		<p>Wire One has an existing eVA catalog. As described above, our in-house state contract specialist has all the resources needed for a complete implementation. We would anticipate this taking no more than two weeks from start date.</p>

J. Future Technology Requirements:

The Commonwealth requires that Technology refresh of products offered and pricing changes are communicated and made available to Authorized Users. Communication is required to be made to the contract officer. Include your anticipated schedule of technology refresh and methods of communicating such changes.

E.	Requirements	A Y, F, or N	B Comments / Description
1.	Can you assure that both technology refresh of products offered and pricing changes are completed in a timely manner as well as being communicated via revised eVA catalogs?	Y	As detailed above, we have a corporate specialist dedicated to the maintenance and special needs of state contracts. This person will maintain the pricing and product information for this catalog. She is in constant

			<p>contact with the manufacturers so that as new price lists come out, she can quickly update. As a result of interactions between this specialist and VITA and eVA, she will come up with a yearly plan/timetable so all parties know what to expect</p>
2.	Include your anticipated schedule of technology refresh and methods of communicating such changes.		<p>I would anticipate a monthly goal to provide technology refresh updates. As far as products from the manufacturers, the quantity will vary since they all have different schedules as to when they release new products and price lists.</p> <p>We plan to build a database of e-mail addresses for VITA users and consider this an efficient way to communicate information. We will design a specific format for these e-mails so VITA users will recognize it as a valuable information source rather than junk e-mail. We anticipate tight coordination with VITA in this effort so we can send from a custom address that will go through any security/firewall systems and comply with any regulations VITA may have.</p> <p>For in-depth information, industry news, applications and new products, we propose to offer VITA users a free subscription to our customer newsletter, One-to-One. This is published quarterly.</p> <p>We also regularly exhibit in trade shows and seminars in Virginia. This allows users to get hands-on experience with new equipment and lets us bring manufacturer</p>

			representatives and specialty experts (ex. Education, E-Rate, telemedicine) into direct interaction with customers.
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K. Methodology for Installation:

The cost of an installation, unless otherwise stated by the Authorized User, shall include: travel, unpacking, installation, connectivity to the Authorized Users' equipment, equipment power up, diagnostics, configuration (programmable items shall include software configuration), test for proper operation, training, user documentation, and removal of all packing materials and debris. All installations shall be done according to the manufacturers specifications; completed in a timely and professional manner; and in compliance with local and state code requirements; cables must be clearly marked, bundled neatly, follow cabling trays as much as possible, and hung on cable hangers when no trays are available.

F.	Requirements	A Y, F, or N	B Comments / Description
1.	Describe the methodology you are proposing for installation of audio visual products. Also describe the methodology you are proposing for installation of video conferencing and video bridge/multipoint control unit equipment. As an example, topics may include pre-installation coordination, installation, video test facilities, end-user training, problem resolution and follow-up.		<p>Wire One's professional installation services simplifies the process for customers implementing new or replacement systems. Professional installation requires detailed focus on site readiness, technology components, equipment shipping, receiving, delivery, physical setup, configuration, testing and finally ensuring customers maximize their investment by thorough basic operational training. Wire One Installation Services elevates the burden of technical and logistical details, leaving customers with a reliable technology solution and the knowledge to use it.</p> <p>All Wire One field engineers are manufacturer certified in the technologies they support and are backed by a team of industry experts with strong vendor relationships ensuring rapid turn up of equipment.</p> <p>As an added advantage, even with the installation of a single endpoint, customers can benefit from Wire One's project management expertise. For any installation Wire One Project Management services are available to ensure all coordination and communication is delivered with precision.</p>

		<p>Project Management Methodology</p> <p>Our Project Management Office acts as the central point of control for all projects and provides automatic escalation procedures to resolve issues. Our procedures are based on the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) as well as our wealth of experience.</p> <p>Project Management Services include:</p> <ul style="list-style-type: none">▪ Scope Definition & Management▪ Risk Assessment & Management▪ Time & Delivery Schedule Management▪ Budget Control & Management▪ Quality Control Management▪ Communications Management▪ Procurement & Delivery Management <p>1. Installation Scope of Services</p> <p>a) Site Preparation</p> <ul style="list-style-type: none">▪ Installation scheduling coordination with customer designated contact▪ Technical/configuration review – (including network)▪ Confirmation with customer to ensure site readiness prior to installation date <p>b) Shipment Tracking</p> <ul style="list-style-type: none">▪ Confirm equipment order receipt by manufacturer▪ Monitor equipment shipment status by tracking number▪ Contact customer to confirm delivery
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			<p>c) On Site Installation</p> <ul style="list-style-type: none"> ▪ Unpack equipment from original shipping containers ▪ Conduct visual inspection for damage ▪ Verify completeness of equipment delivery ▪ Install components (includes installation in cart if purchased/provided) ▪ Connect equipment to existing network ▪ Dress cables ▪ Install auxiliary cameras, system control peripherals, microphones and other provided accessories (using provided standard cables and extenders) ▪ Perform power up, initial system configuration and system diagnostics ▪ Confirm system is functioning properly in local loop-back configuration <p>d) Testing</p> <ul style="list-style-type: none"> ▪ Place and receive a remote video call (functional network required) ▪ Loop back testing will be performed in the event network is unavailable at the time of installation ▪ Return visits to perform testing after network installation are subject to Time & Material rates <p>e) Training</p> <p>Wire One provides the following system orientation training with all equipment installations at no additional charge:</p> <ul style="list-style-type: none"> ▪ Overview of system components ▪ System power on/off instructions ▪ Place & Receiving Calls <ul style="list-style-type: none"> ○ Types of calls system can place and receive
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			<ul style="list-style-type: none"> ○ Placing calls ○ Calling from the Speed Dial List ○ Manual dialing ○ Answering calls ○ Using the address book ▪ Adding a site ▪ Dialing ▪ Deleting a site ▪ Using local cameras ▪ Using and setting presets ▪ Using remote cameras ▪ Instructions on performing a loop back test ▪ How to contact Wire One for support <p style="text-align: center;">f) Support Initiation</p> <ul style="list-style-type: none"> ▪ Initiate Warranty/Maintenance agreement ▪ Provide Help Desk contact information ▪ Conduct Quality Assurance functionality review within one week of installation <p style="text-align: center;">g) Installation Acceptance</p> <p>Wire One's goal is to ensure complete customer satisfaction and therefore requests customer site contacts review and sign a completed Project Installation Certificate (PIC). The purpose of the PIC is to ensure installation has been completed to the customer's complete satisfaction.</p>
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L. Integrator Services:

G.	Requirements	A Y, F, or N	B Comments / Description
1.	Describe the types and levels of Integrator services you offer.		Wire One's audio visual solutions focus on the successful design and implementation of visual communications systems. These systems allow our clients to deliver clear, persuasive messages and keep the attention of their audience while conducting presentations,

			<p>training, internal meetings and videoconferences.</p> <p>Wire One's AV solutions are divided into three complexity levels:</p> <p>Level 1: Multimedia Packaged Room Systems Wire One has pre-engineered the essential elements of a custom presentation system – including equipment and maintenance – into packages that can be installed within a few days time. These systems are designed with emphasis on award-winning products and consistent performance so presentations are smooth and professional.</p> <p>Level 2: Rooms with Control Systems Wire One offers pre-engineered control systems that can be added to our multimedia room packages to provide a truly comprehensive audiovisual solution at a great price. We also can provide control system programming on existing installations.</p> <p>Level 3: Custom Audiovisual Room Solution We offer a complete range of audiovisual services including consulting, design, engineering, facilities planning, training, project management and professional installation. Our team provides each customer an end-to-end video conferencing solution with complete project management. From concept development, engineering design and drawing, physical room build out, furniture consideration and modifications every customer receives a cost effective ergonomic video conferencing solution.</p>
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			<p>1. Audiovisual Services</p> <ul style="list-style-type: none"> ▪ Site survey and media room recommendations ▪ Systems design and equipment Interface ▪ Systems engineering ▪ Project management ▪ Integration and testing ▪ On-site installation ▪ On-site integration with channel service (CSU/DSU), and network interface equipment coordination with local exchange carriers (LEC). ▪ 90 Day On-site warranty (Extended warranty available at extra charge) ▪ On-site training ▪ Complete job documentation ▪ Maintenance and service contracts ▪ Dedicated and switched service communication line ▪ Remote diagnostics and control <p>2. Boardrooms</p> <ul style="list-style-type: none"> ▪ Space planning and room design ▪ Media room upgrades ▪ Design and installation of custom tables, consoles and casework ▪ Interior design services and furniture acquisition ▪ Coordination and integration of media equipment <p>3. Audio Services</p> <ul style="list-style-type: none"> ▪ System design, integration, engineering, installation, service and maintenance ▪ Project management
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M. Product Warranties and Maintenance:

The Offeror must provide a one-year return to manufacturer warranty on all proposed equipment.

The Offeror must offer an on-site warranty upgrade on all proposed equipment. The on-site warranty upgrade must include 4 hour response time during normal business hours (8:00 a.m. to 5:00 p.m.) and next business day parts replacement.

The Offeror shall offer both on-site and return to manufacturer maintenance plans for all equipment purchased during the contract period.

The Offeror may propose optional maintenance plans not listed in the manufacturer's catalogs or referenced in the Pricing Schedule.

H.	Requirements	A Y, F, or N	B Comments / Description
1.	Can you provide a one-year return to manufacturer warranty on all proposed equipment?	Y	
2.	Can you provide a warranty upgrade to include on-site, 4 hour response time, as described above?	Y	Wire One proposed our One Care Maintenance Programs; see response to question 4 for program descriptions. Response time – all calls placed to the Wire One Help Desk will be answered, if not immediately, within 30 minutes. All Help Desk engineers are trained technicians and have a working knowledge of all the products we represent. 85% of the incoming service calls are resolved over the phone with our Help Desk. Technicians are dispatched to a customer site when necessary.
3.	Can you provide on-site and return to manufacturer maintenance plans for all equipment, as described above?	Y	
4.	Are you proposing optional maintenance plans not listed in the manufacturer's catalogs?. If so, include complete descriptions. (Include price(s) separate from response.)		One Care Maintenance Our One Care service program supports your entire system. One Care provides the most comprehensive support in the industry via our team of technical support representatives and engineers; including 24x7x365 help

			<p>desk, online ticket reporting & tracking, next business day parts replacement, software upgrades and access to our 24-hour video test facility. All services are supported by a work-to-completion commitment.</p> <p>One Care Remote Maintenance – With this option, Wire One technicians will troubleshoot problems remotely and send parts overnight when necessary. One Care Remote is tailored to organizations who have some in-house expertise, but may need Wire One for complex issues.</p> <p>One Care On-Site Maintenance – Our on-site maintenance package ensures the right part and/or Wire One field engineer will be at your location for service. This worry-free option lets any organization manage even the most complex solution.</p> <p>One Care Plus Maintenance – Our most comprehensive package takes a proactive look at your entire system. You get all the features of One Care On-Site plus network troubleshooting, remote equipment monitoring and a quarterly system analysis.</p> <p>One Care Plus Maintenance customers are also eligible for optional remote administration for your MCU, Gatekeeper or Gateway.</p>
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N. End-User Training:

The Contractor shall provide training for all new equipment installations as part of the installation price. Training shall consist of, at a minimum, system component identification, system component usage and successful verification of equipment functionality.

I.	Requirements	A Y, F, or N	B Comments / Description
1.	Describe the end-user training that is included (at no additional charge) with your installation		Wire One provides the following system orientation training with all equipment installations at no

	of equipment.		<p>additional charge:</p> <ul style="list-style-type: none"> ▪ Overview of system components ▪ System power on/off instructions ▪ Place & Receiving Calls <ul style="list-style-type: none"> ○ Types of calls system can place and receive ○ Placing calls ○ Calling from the Speed Dial List ○ Manual dialing ○ Answering calls ○ Using the address book ▪ Adding a site ▪ Dialing ▪ Deleting a site ▪ Using local cameras ▪ Using and setting presets ▪ Using remote cameras ▪ Instructions on performing a loop back test ▪ How to contact Wire One for support <p>Wire One also provides Enhanced Education Services. A course list is included as Attachment 2. Pricing for these courses is included in our cost proposal.</p>
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O. Problem Resolution:

J.	Requirements	A Y, F, or N	B Comments / Description
1.	Describe the process to resolve any product or warranty problems encountered after purchase.		See Attachment 3 for a flow chart of Wire One's Help Desk Escalation Process.
2.	Describe the response time guarantees to be provided to the Authorized User and the associated penalties the Authorized User may apply if the guarantees are not met.		All calls placed to the Wire One Help Desk will be answered, if not immediately, within 30 minutes. All Help Desk engineers are trained technicians and have a working knowledge of all the products we represent. Technicians are dispatched to a customer site when necessary.

			Penalties applied if the guarantees are not met are handled on a case by case basis.
3.	Describe any obligations the Authorized User may have for charges from the Offeror's service organization when they respond to a call and the problem is determined to be another vendor's hardware or software. If the Authorized User is liable for charges, what are they? (Include price(s) separate from response.)		When a problem occurs, the Wire One Help Desk will provide phone support to troubleshoot the issue. If it is determined that the problem is not part of the equipment under our jurisdiction and the customer requests us to make a site visit, we will comply. Out of scope services will be charged at current Time and Materials Rates.
4.	Provide a flowchart or other documentation highlighting Help Desk procedures, including trouble reports from receipt through dispatch, repair, escalation, and notification of service completion.		<p>Wire One's technical team is backed by best of breed technology solutions for ticket management. In conjunction with Wire One's expertise and technology, the Wire One Help Desk follows ITIL (IT Infrastructure Library) methodology in providing technology support services. ITIL is the most widely accepted methodology for IT Support Management and serves as Wire One's best practices backbone in service delivery.</p> <p>Wire One's Help Desk supports multiple means for incident reporting to open a ticket. Customer support needs can be called into the Help Desk on a 24x7 basis. Additionally Wire One provides One Care customers with an easy to use, convenient online form to open a ticket. (helpdesk@wireone.com)</p> <p>See Attachment 3 for a flow chart of Wire One's Help Desk Escalation Process.</p>
5.	Describe your plan for responding to off-hour (non-prime time) requests for service and request for service on holidays, weekends and vacations.		The Wire One Help Desk is staffed live Monday through Friday 3:00 AM until 8:00 PM Eastern time, excluding Wire One holidays. After hours and weekend support is provided on a pager callback basis with a

			30 minute response commitment. Access to the Help Desk after hours and on weekends is through the same 800 numbers (Primary 800-654-8439) as normal business hours.
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P. Authorized User Procedures:

Procedurally, an Authorized User should be afforded with contractor choices from the Master Contract(s). The Authorized User may conduct a contractor selection process which will consist of the following procedure:

* The Authorized User may submit a Request for Quotation (RFQ) to the contractor(s), which describes the Authorized User's requirements. Authorized Users may not require and a contractor may not propose services not included in the Master Contract(s).

* Any Contractor may be selected by the requesting Authorized User, providing that the Contractor's proposal conforms to the Authorized User's RFQ, the Terms and Conditions of the Master Contract(s), and is priced at or below the established firm/fixed Master Contract(s) pricing.

* The Authorized User then issues a Delivery Order or Purchase Order referencing the Master Contract, and incorporating the Contractor's RFQ response.

The Offeror must provide the Commonwealth with pre-sales consultation and RFQ responses at no charge. Such services shall be required during normal business hours.

K.	Requirements	A Y, F, or N	B Comments / Description
1.	Can you provide the pre-sales consultation and / or RFQ responses at no charge, as describe above?	Y	A key component of the Wire One approach to audio visual integration and videoconferencing system design is the Sales Engineer. The Sales Engineer becomes the expert on your account and combines this expertise with his knowledge of video and AV technologies and the internal processes at Wire One. This results in a conceptual design for your project that meets your needs, is affordable, incorporates a realistic timeline and takes advantage of the many services Wire One has to offer. Our engineers keep pace with rapidly advancing video communication technology and are experts at incorporating the latest technology into your communications environment.

Q. Administrative Procedures Manual of Proposed Procedures:

A sample Procedures Manual based upon the Offeror's proposed procedures, shall be included with Offeror's response. Appendix B provides a table of contents format that should be followed, however, items may be inserted or added in a logical sequence.

L.	Requirements	A Y, F, or N	B Comments / Description
1.	Can you provide the Procedures Manual with your response?	Y	See Attachment 4

EXHIBIT B
CONTRACT NUMBER VA-050912-WONE
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
Wire One Communications.

Exhibit B is hereby incorporated into and made an integral part of Contract Number VA-050912-WONE ("Contract") between the Virginia Information Technologies Agency ("VITA" or "Commonwealth" or "State") and Wire One Communications ("Wire One" or "Contractor").

Exhibit B includes the discount and pricing tables that follow.

In the event of any discrepancy between this Exhibit B and Contract No. VA-050912-WONE, the provisions of Contract No. VA-050912-WONE shall control.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook C - Discounts

Offeror Name:

WIRE ONE

please populate shaded regions

Submitted By:

AMANDA WHITT

Instructions: This tab affords submitting companies an opportunity to offer additional discounts based on the amount of business that may be awarded and faster payment cycles. Please respond to this request by filling out the shaded areas.

The volume discounts will function as follows:

Transaction-based discount - Offeror indicates an additional discount percentage that will be applied to any single transaction that exceeds the predetermined threshold.

Annual volume-based discount - Offeror indicates an additional discount that will be applied to all future purchases in any given calendar year after the threshold amount is met.

Offerors are also requested to complete the Payment Term Discount Tables.

Transaction-based discount

For a transaction that is more than:	Offeror will add an additional discount of: (%)
\$ 5,000.00	
\$ 10,000.00	
\$ 50,000.00	
\$ 100,000.00	
\$ 200,000.00	
\$ 500,000.00	
\$ 1,000,000.00	
\$ 2,000,000.00	

Annual volume-based discount

Once the following volume threshold is met:	Offeror will add an additional discount of X% for all subsequent purchases in a calendar year:
\$ 50,000.00	
\$ 100,000.00	
\$ 250,000.00	
\$ 500,000.00	
\$ 1,000,000.00	
\$ 1,500,000.00	
\$ 2,000,000.00	
\$ 2,500,000.00	

Payment Term Discounts

Payment terms at the Commonwealth of Virginia are normally 30 days. If Contract Users were able to accelerate payment, what additional rebates off entire MONTHLY invoice would you offer?

Payment Terms	Additional Monthly Rebate %
Invoices Paid by 20 days	
Invoices Paid by 15 days	
Invoices Paid by 10 days	
Other (i.e. use of EFT)	

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	Wire One Communications
Submitted By:	Amanda Whitt

please populate
shaded regions

Manufacturer:	SMART TECHNOLOGIES
Catalog:	CORPORATION RESELLER SCORE PRICE LIST
Effective Date:	4/5/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SMART - ALL	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CLEARONE/STARIN
Catalog:	PREMIER DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CLEAR ONE/STARIN - CARTS	25%	%	25%	%
CLEAR ONE/STARIN - DOC	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	AVTEQ
Catalog:	DISTRIBUTOR PRICING
Effective Date:	2/7/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
AVTEQ -ALL	25%	%	25%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SONY
Catalog:	SONY ELECTRONICS PRICE SHEET
Effective Date:	3/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SONY - CAMERAS	23%	%	23%	%
SONY- DVD/VHS RECORDERS	17%	%	17%	%
SONY - MONITORS	17%	%	17%	%
SONY - PLASMAS	18%	%	18%	%
SONY - ACCESSORIES	12%	%	12%	%
SONY - MISC	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	ACTIVE LIGHT
Catalog:	PRODUCT PRICING
Effective Date:	5/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
ACTIVE LIGHT - A	15%	%	15%	%
ACTIVE LIGHT - B	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	ADI
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
ADI - A	30%	%	30%	%
ADI - B	20%	%	20%	%
ADI - C	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	ALBATRON
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
ALBATRON - XGA MONTIORS	18%	%	18%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	AMX
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
AMX/PANJA - CONTROL SYSTEMS	15%	%	15%	%
AMX/PANJA - ACCESSORIES	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	AUDIO-TECHNICA
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
AUDIO-TECHNICA	16%	%	16%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	AV BLUE
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
AV BLUE	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
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		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	BELDEN
Catalog:	DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
BELDEN - CABLING	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	BIAMP
Catalog:	CONTRACTOR MASTER PRICE LIST
Effective Date:	3/7/2005

[illegible]

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	BRETFORD
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
BRETFORD	25%	%	25%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

Manufacturer:	CANON
Catalog:	US PRICING
Effective Date:	1/1/2005

[illegible]

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Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	CRESTRON
Catalog:	US DEALER PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CRESTRON - HARDWARE	28%	%	28%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CROWN
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CROWN - ALL	18%	%	18%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CTG
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CTG	23%	%	23%	%
CTG - CABLES	0%	%	0%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

please populate shaded regions

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

Manufacturer:	DALITE
Catalog:	US PRICING
Effective Date:	1/1/2005

[illegible]

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	DRAPER
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
DRAPER	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

please populate shaded regions

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

Manufacturer:	ELMO
Catalog:	US PRICING
Effective Date:	3/1/2005

[illegible]

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	FREE FLIGHT
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
FREE FLIGHT - CAMERA	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	GENTNER
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	Percent Discount		Percent Discount	
GENTNER	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	JBL
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
JBL - SPEAKERS	23%	%	23%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

please populate shaded regions

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

Manufacturer:	KRAMER
Catalog:	US PRICING
Effective Date:	1/1/2005

[illegible]

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	LG
Catalog:	US PRICING
Effective Date:	3/9/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
LG - PLASMAS	12%	%	12%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	LOGITECH
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
LOGITECH - ALL	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	MIDDLE ATLANTIC
Catalog:	DEALER PRICING
Effective Date:	5/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
MIDDLE ATLANTIC	23%	%	23%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	MONIVISION
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
MONIVISION	12%	%	12%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	NEC
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
NEC - HIGH RES PLASMAS	20%	%	20%	%
NEC -LOW RES PLASMAS	12%	%	12%	%
NEC - PROJECTOR LAMPS	5%	%	5%	%
NEC- PROJECTORS	12%	%	12%	%
NEC - STANDS/SPEAKERS	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	PANASONIC
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
PANASONIC - HIGH RES PLASMAS	20%	%	20%	%
PANASONIC -LOW RES PLASMAS	12%	%	12%	%
PANASONIC - PROJECTORS	20%	%	20%	%
PANASONIC - ACCESSORIES	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	PANEL CRAFTERS
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
PANEL CRAFTERS - ALL	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	PEERLESS
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
PEERLESS - ALL	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	PIONEER
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
PIONEER - HIGH RES	25%	%	25%	%
PIONEER - LOW RES	13%	%	13%	%
PIONEER - PLASMA	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	PROXIMA
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
PROXIMA - PROJECTORS	33%	%	33%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	RADIO DESIGN LABS
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
RDL	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	RGB SPECTRUM
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
RGB SPECTRUM	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SAMSUNG
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SAMSUNG - DOCUMENT CAMERAS	15%	%	15%	%
SAMSUNG - PLASMAS	25%	%	25%	%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SHARP
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SHARP - LARGE LCD DISPLAY (25"+)	18%	%	18%	%
SHARP - SMALL LCD DISPLAYS (20" AND BELOW)	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
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		%		%
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		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SHURE
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SHURE - ALL	28%	%	28%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	VFI
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
VFI - FURNITURE	35%	%	35%	%
VFI -ACCESSORIES	25%	%	25%	%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	XANTECH
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
XANTECH - ALL	10%	%	10%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	ZENITH
Catalog:	US PRICING
Effective Date:	3/9/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
ZENITH - ALL	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook D

Audio Visual Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	WIRE ONE COMMUNICATIONS
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CATEGORY - A	20%	%	20%	%
CATEGORY- B	15%	%	15%	%
CATEGORY - C	10%	%	10%	%
CATEGORY - D	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook E

AV Accessories Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CHIEF
Catalog:	NORTH AMERICA PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CHIEF	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook E

AV Accessories Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	LIBERTY
Catalog:	NORTH AMERICA PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
LIBERTY - CABLING	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook E

AV Accessories Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	EXTRON
Catalog:	NORTH AMERICA PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
EXTRON - CABLES	28%	%	28%	%
EXTRON - DA'S	28%	%	28%	%
EXTRON - SWITCHERS	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook E

AV Accessories Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SWITCHCRAFTER
Catalog:	NORTH AMERICA PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
SWITCHCRAFTER - CONNECTORS	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook E

AV Accessories Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	TECNEC
Catalog:	NORTH AMERICA PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
TECNEC	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook F

Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	POLYCOM
Catalog:	NORTH AMERICAN PRICE LIST
Effective Date:	2/22/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	Percent Discount		Percent Discount	
POLYCOM - ACC.1, ACC.2, ACC.3, TIER.5	10%	%	10%	%
POLYCOM - SW.1, PDC.8, TIER.7	15%	%	15%	%
POLYCOM - AUD.1, AUD.7, AUD.10	40%	%	40%	%
POLYCOM - AUD.2, AUD.3	12%	%	12%	%
POLYCOM - AUD.4, VID.4, VID.2, TIER.8	25%	%	25%	%
POLYCOM - AUD.5, TIER.9	30%	%	30%	%
POLYCOM - AUD.6, TIER.11	30%	%	30%	%
POLYCOM - IPWR.1, IPWR.3, NS.2	28%	%	28%	%
POLYCOM - NS.1	40%	%	40%	%
POLYCOM - TRN.1, Maintenance, TIER.2	0%	%	0%	%
POLYCOM - VID.1, TIER.13	50%	%	50%	%
POLYCOM - VID.3	20%	%	20%	%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook F

Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	TANDBERG
Catalog:	PLATINUM PARTNER
Effective Date:	4/18/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
TANDBERG - SOFTWARE	33%	%	33%	%
TANDBERG - ADD-ONS	12%	%	12%	%
TANDBERG - EXECUTIVE SYSTEMS	15%	%	15%	%
TANDBERG - SOLUTIONS PRODUCTS	15%	%	15%	%
TANDBERG - PERSONAL & SMALL ROOM SYSTEMS	15%	%	15%	%
TANDBERG - MEDIUM TO LARGE ROOM SYSTEMS	20%	%	20%	%
TANDBERG - MANAGEMENT SOFTWARE	25%	%	25%	%
TANDBERG - CODEC ONLY	25%	%	25%	%
TANDBERG - INFRASTRUCTURE PRODUCTS	25%	%	25%	%
TANDBERG - SPARE PARTS	5%	%	5%	%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook F

Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	VCON
Catalog:	NORTH AMERICAN PRICE LIST
Effective Date:	2/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
VCON - CATEGORY A	30%	%	30%	%
VCON - CATEGORY B	12%	%	12%	%
VCON - CATEGORY C	15%	%	15%	%
VCON - CATEGORY D	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook F

Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	SONY
Catalog:	SONY CONFERENCING SOLUTIONS
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	Percent Discount		Percent Discount	
SONY - PCS-1	25%	%	25%	%
SONY - SOFTWARE	25%	%	25%	%
SONY - PCSTL50	15%	%	15%	%
SONY - MICS	15%	%	15%	%
SONY - PCS11	15%	%	15%	%
SONY - PCSG70N	25%	%	25%	%
SONY - ACCESSORIES	12%	%	12%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook G

Video Bridge/Multipoint Control Unit Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

Manufacturer:	RADVISION
Catalog:	AMERICAS PRICE LIST
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
RADVISION - ALL PRODUCTS	30%	%	38%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook F

Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	POLYCOM
Catalog:	NORTH AMERICAN PRICE LIST
Effective Date:	2/22/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	Percent Discount		Percent Discount	
POLYCOM - NS.1	40%	%	40%	%
POLYCOM - NS.2		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook G

Video Bridge/Multipoint Control Unit Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	TANDBERG
Catalog:	PLATNIUM PARTNER
Effective Date:	4/18/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
TANDBERG - MPS	25%	%	25%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook G

Video Bridge/Multipoint Control Unit Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CODIAN
Catalog:	NORTH AMERICAN
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CODIAN - ALL	15%	%	15%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook G

Video Bridge/Multipoint Control Unit Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CISCO
Catalog:	NORTH AMERICAN
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CISCO - IPVC	36%	%	36%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook H

Auxiliary Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	INITIA
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
INITIA - ALL	20%	%	20%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook H

Auxiliary Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	STARBAK
Catalog:	US PRICING
Effective Date:	1/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
STARBAK - CATEGORY A	23%	%	23%	%
STARBAK - CATEGORY B	5%	%	5%	%
STARBAK - CATEGORY C	0%	%	0%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook H

Auxiliary Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	VBRICK
Catalog:	OFFICAL PRICE LIST
Effective Date:	3/1/2005

<u>Categories</u>	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
VBRICK - ALL	15%	%	15%	%
VBRICK - SERVICE	0%	%	0%	%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027
Workbook H

Auxiliary Videoconferencing Equipment Catalog Discount(s)

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Manufacturer:	CISCO
Catalog:	US PRICING
Effective Date:	1/1/2005

	Government Pricing		Academic Pricing	
	<u>Percent Discount</u>		<u>Percent Discount</u>	
CDN	34%	%	34%	%
BUNDLES	34%	%	34%	%
		%		%
		%		%
		%		%
		%		%
		%		%
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		%		%
		%		%
		%		%
		%		%
		%		%
		%		%
		%		%

If discount applies to all categories use 'ALL'.

Videoconferencing Equipment Integration and Installation Rates

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate
shaded regions

Integration Services	Government Rate	Academic Rate
Senior Consultant Hourly Rate:	\$125	\$125
Senior Consultant Daily Rate:	\$1,000	\$1,000
Consultant Hourly Rate:	\$115	\$115
Consultant Daily Rate:	\$920	\$920
Other Integration Services (list below):		

Installation Services	Government Rate	Academic Rate
Senior Consultant Hourly Rate:	\$125	\$125
Senior Consultant Daily Rate:	\$1,000	\$1,000
Consultant Hourly Rate:	\$115	\$115
Consultant Daily Rate:	\$920	\$920
Other Integration Services (list below):		
Initial Maintenance Contract:(Calculated as a percentage of total MSRP of order)		
Remote One Care Maintenance -1st year	5%	5%
Remote One Care Maintenance -3 year	15%	15%
Onsite One Care Mainenance - 1st Year	15%	15%
Onsite One Care Mainenance - 3 Year	35%	35%
Annual Maintenance Contracts:		
Annual Remote One Care Maintenance	11%	11%
Annual Onsite One Care Maintenance	18%	18%
Annual REM One Care Maintenance	\$900	\$900
One Care Installation Only	10%	10%
Custom A/V Rooms:		
Installation & Maintenance	Custom quote	custom quote
Time & Materials		
Help Desk/Remote Support	\$125/hr(1 hr. minimum)	

Onsite Support	\$145/hr(4 hr.minimum plus expenses	
Pro Services Remote Support	\$225/hr(1 hr. minimum)	
Pro Services Onsite Support	\$325/hr(4 hr. minimum plus expenses)	
Project Management		
Project Manager - MCU	\$1,000	\$1,000
Enhanced Educations Services:		
Remote VC Systems End-Users Training	\$250 w/purchase of One Care and or install	
Remote VC Systems End-Users Training	500 with no other purchase	
Onsite VC System End-User Training	\$2,800	\$2,800
Remote VC Systems Administrator Training	\$500	\$500
Onsite VC Systems Administrator Training	\$2,800	\$2,800
Polycom MGC End User Onsite Training	\$3,500	\$3,500
Polycom MGC Administrator Onsite Training	\$3,500	\$3,500
Polycom MGC End User/Admin Onsite Training	\$4,500	\$4,500
Polycom Webcommander Onsite Training	\$2,800	\$2,800
Polycom Path Navigator Onsite Training	\$2,800	\$2,800
Polycom Global Mgmt System Onsite Training	\$2,800	\$2,800
Radvision/Cisco MCU/Gateway/Gatekeeper Train	\$3,500	\$3,500
Tandberg MCU Onsite Training	\$3,500	\$3,500
Tandberg Management Suite Onsite Training	\$2,800	\$2,800
Introduction to H.323 Onsite Training	\$3,500	\$3,500
Mastering Distance Education Onsite Training	\$5,200	\$5,200
Optional Services:		
De-install Room System	\$1,000	\$1,000
Re-install Room System	\$1,500	\$1,500
De-install/Re-install same day	\$2,000	\$2,000
Remote System Certification	\$250	\$250
Onsite System Certification Visit	\$1,000	\$1,000
Programming	\$125	\$125

Note: In addition to the Integration and Installation services indicated above, indicate pricing for other services to be provided as part of your proposal. This may include, but is not limited to, product maintenance, installation, training, integration services and software services. Offerors often have many different types of maintenance and service programs. Additionally, these programs may have pricing that is structured in different ways (e.g. hourly, one-time fee, annual fee, membership fee, etc.) Please be as detailed as possible. You may also submit supplemental information with your RFP response in order to clearly define your service offerings and programs.

PC Based USB Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	POLYCOM / LOGITECH
Catalog Number:	POLYCOM -PAGE / LOGITECH
Catalog Description:	PVX PN#5151-22019-001 LOGITECH PN#QuickCam Pro 4000

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#5151-22019-001\$149	25 %	\$111.75	SAME
PN#961239-0403\$95.45	10 %	\$85.90	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	POLYCOM
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$325.00	%	\$325.00	

Installation:

Catalog Number:	POLYCOM
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$150	%	\$150	

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Set-Top Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 6
Catalog Description:	TANDBERG 990 MXP PN#113570 / TANDBERG NPP PN#113824NPP

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#113570 \$8,990	20 %	\$7,192	SAME
PN#113824NPP \$2,000	30 %	\$1,400	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE -TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,145	%	\$2,145	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION RATES

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$899.00	%	\$899	SAME

Options:

Catalog Number:	PLATINUM PARTNER - PAGE 6
Catalog Description:	TANDBERG MULTISITE PN#113824MS / 512 ISDN option PN#1138342

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#1138342 \$2,000	30 %	\$1,400	
PN#11382MS \$3,000	30 %	\$2,100	

Set-Top Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	POLYCOM
Catalog Number:	PAGE 16 -NORTH AMERICAN PRICE LIST
Catalog Description:	VSX7000 PN#2200-10800-001 / PEOPLE & CONTENT IP PN#5150-22294-001

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#2200-10800-01 \$5,999	25 %	\$4,499	SAME
PN#5150-22294-001\$899	25 %	\$674	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,100	%	\$2,100	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$599	%	\$599	SAME

Options:

Catalog Number:	POLYCOM - PAGE 16
Catalog Description:	VSX MPPlus MultiPoint Software PN# 5150-21297-001 /Quad BRI PN#2215-20523-001

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#5150-21297-001 \$2999	10 %	\$2,699	SAME
PN#2215-20523-001\$1,499	10 %	\$2,699	SAME

Executive/Personal Video Conferencing Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 2
Catalog Description:	TANDBERG 1500MXP PN#113920 TANDBERGNPPPN#113922NPP TANDBERG MS PN#113922MS

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#113920 \$6,490	15 %	\$5,516.50	SAME
PN#113922MS \$3,000	30 %	\$2,100	SAME
PN#113922NPP\$2,000	30 %	\$1,400	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,271	%	\$2,271	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$649	%	\$649	

Options:

Catalog Number:	PLATINUM PARTNER - PAGE 2
Catalog Description:	TANDBERG 1500 MXP 512 kbps ISDN/2 Mbps IP Option PN#1139116

Catalog Price	Percent Discount	Govt. Price	Academic Price
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\$2,000	30	%	\$1,400	
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Executive/Personal Video Conferencing Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	POLYCOM
Catalog Number:	POLYCOM - PAGE 17
Catalog Description:	POLYCOM VSX3000 PN#2200-21600-001 MP PLUS#5150-21297-001 PEOPLE& CONTENT IP PN#5150-22294-001

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#2200-21600-001 \$4,999	25 %	\$3,749.25	SAME
PN#5150-21297-001 \$2,999	10 %	\$2,699	SAME
PN#5150-22294-001 \$899	25 %	\$674	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$1,749	%	\$1,749	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$499	%	\$499	

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
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		%		
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Roll -ABOUTSystems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	POLYCOM
Catalog Number:	NORTH AMERICA - PAGE 14
Catalog Description:	POLYCOM VSX8400 PN#7200-21962-001

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#7200-21962-001\$13,999	25 %	\$10,499	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE -TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$4,230	%	\$4,230	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$1,399.00	%	\$1,399	SAME

Options:

Catalog Number:	PAGE 14
Catalog Description:	MP PLUS MULTIPOINT PN#5150-21297-00

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,999	10 %	\$2,699	

Roll -ABOUTSystems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 6
Catalog Description:	TANDBERG 990 MXP PN#113570 / TANDBERG NPP PN#113824NPP

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#113570 \$8,990	20 %	\$7,192	SAME
PN#113824NPP\$2,000	30 %	\$1,400	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE -TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,145	%	\$2,145	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION RATES

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$899.00	%	\$899	SAME

Options:

Catalog Number:	PLATINUM PARTNER - PAGE 6
Catalog Description:	TANDBERG MULTISITE PN#113824MS

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$3,000	30 %	\$2,100	SAME

Telemedicine Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 5
Catalog Description:	INTERN MXP BASE CART PN#500947 TANDBERG 990 MXP PN#113570 /

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#500947 \$12,425	20 %	\$9,940	SAME
PN#113570 \$8,990	20 %	\$7,192	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	TANDBERG
Catalog Description:	CONSTANT CARE -INTERN&990MXP

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$6,300	%	\$6,300	SAME

Installation:

Catalog Number:	WIRE ONE -TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,141	%	\$2,141	

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Telemedicine Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	POLYCOM
Catalog Number:	NORTH AMERICA - PAGE 73
Catalog Description:	POLYCOM MEDLINK II PN#2230-51119-001

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#2230-51119-001\$34,995	28 %	\$23,097	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$5,249	%	\$5,249	SAME

Installation:

Catalog Number:	POLYCOM
Catalog Description:	MEDILINK INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,750	%	\$2,750	SAME

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Field Communications Systems

Offeror:	WIRE ONE COMMUNICATIONS
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 5
Catalog Description:	TACTICAL MXP PN#114151 TACTICAL MS PN#114487NPP TACTICAL NPP PN#114487MS

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#114151 \$19,600	15 %	\$16,660	SAME
PN#114487MS \$3,000	30	\$2,100	SAME
PN#114487NPP \$2,000	30 %	\$1,400	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	3 YEAR ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$6,860	%	\$6,860	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$1,960	%	\$1,960	SAME

Options:

Catalog Number:	PLATINUM PARTNER - PAGE
Catalog Description:	EXTRA WAVE CAMERA PN#112670 / V.35 OPTION PN#114150 / NPP PN#114488NPP / MS PN#114488MS

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN# 112670 \$3325	12 %	\$2,926	SAME
PN# 114150 \$19,600	15 %	\$16,600	SAME
PN# 114488NPP \$2,000	30 %	\$1,400	SAME
PN# 114488MS \$3,000	30 %	\$2,100	SAME

Options continued

Offeror:	WIRE ONE
Manufacturer:	RADVISION
Catalog Number:	PRICE LIST - GATEKEEPER ECS
Catalog Description:	ECS PRO PN#55597-00016 ECS-30 PN#88597-00005 (windows server & SQL database is required)

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#88597-00005\$9,950	30 %	\$6,965	\$6,368
PN#55597-00016	%	\$0	

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE MAINTENANCE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$3,482	%	\$3,482	

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$995	%	\$995	\$995

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Options continued

Offeror:	WIRE ONE
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER- PAGE 4
Catalog Description:	TANDBERG GATEKEEPER PN#113740

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#113740 \$9,500	28%	\$6,840	\$6,840

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE MAINTENANCE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$3,325	%	\$3,325	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$950	%	\$950	\$950

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Options continued

Offeror:	WIRE ONE
Manufacturer:	POLYCOM
Catalog Number:	NORTH AMERICAN -PAGE
Catalog Description:	PATHNAVIGATOR PN#5151-21060-500 (windows server & SQL database is required)

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#5151-21060-500 \$9,999	15%	\$8,499	\$8,499

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE MAINTENANCE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$3,499	%	\$3,499	SAME

Installation:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$999	%	\$999	\$999

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Video Bridges (MCU) Systems

Offeror:	WIRE ONE
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER -PAGE 5
Catalog Description:	TANDBERG MPS 16X16 PN#11363016 ADDITIONAL MEDIA PORT 16X16PN#11377016 ADVANCED VIDEO OPTION 16 PORTS PN#11377216 qty 2

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#11363016 \$82,000	25 %	\$61,500	SAME
PN#11377016 \$32,000	25 %	\$24,000	SAME
PN#11377216\$41,600 X 2	25 %	\$31,200 X 2	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$28,700	%	\$28,700	

Installation:

Catalog Number:	WIRE ONE - TAB-I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$8,200	%	\$8,200	SAME

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Video Bridges (MCU) Systems

Offeror:	WIRE ONE
Manufacturer:	RADVISION
Catalog Number:	PRICE LIST
Catalog Description:	VIAIP 400 CHASSIS PN#55580-0001 MCU 60 H.323 PN# 55588-00030 MVP-30 PN#55530-00023

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#55580-0001\$5,950	30 %	\$4,165	\$3,808
PN#55580-00030 \$64,950	30 %	\$45,465	\$41,568
PN#55530-00023\$72,000	30 %	\$50,400	\$46,080

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$24,815	%	\$24,815	SAME

Installation:

Catalog Number:	WIRE ONE - TAB-I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$7,090	%	\$7,090	SAME

Options:

Catalog Number:	RADVISION
Catalog Description:	TCM-30 PN#55520-00023

Catalog Price	Percent Discount	Govt. Price	Academic Price
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\$24,950	30	%	<u>17,465</u>	\$15,968
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Video Bridges (MCU) Systems

Offeror:	WIRE ONE
Manufacturer:	CODIAN
Catalog Number:	RESELLER PRICES
Catalog Description:	40 PORT ENTERPRISE MCU PN#MCU4220

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#MCU4220 \$79,000	15 %	\$67,150	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	WIRE ONE - TAB I
Catalog Description:	ONSITE ONE CARE

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$27,650	30 %	\$27,650	SAME

Installation:

Catalog Number:	WIRE ONE - TAB-I
Catalog Description:	INSTALLATION

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$7,900	%	\$7,900	SAME

Options:

Catalog Number:	CODIAN
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Video Bridges (MCU) Systems

Offeror:	WIRE ONE
Manufacturer:	POLYCOM
Catalog Number:	NORTH AMERICAN -PAGE
Catalog Description:	MGC50BASE UNIT PN#VCSA0801/ AUDIO+48 PN#VRMA4802 / IP+48 PN# VNMP4802/ Video 8+ PN#VRMV0801 / VIDEO=8 SITE LICENSE PN#VSWDO801

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#VCSA0801 \$17,500	40 %	\$10,500	SAME
PN#VRMA4802\$45,400	40 %	\$27,240	SAME
PN#VNMP4802\$49,000	40 %	\$29,400	SAME
PN#VRMV0801\$28,000	40 %	\$16,800	SAME
PN#VSWDO801\$10,000	40 %	\$6,000	SAME

3 year onsite warranty upgrade, 24/7 technical support, 24 hour express parts:

Catalog Number:	POLYCOM
Catalog Description:	3 YEAR

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$40,608	%	<u>\$40,608</u>	SAME

Installation:

Catalog Number:	POLYCOM
Catalog Description:	INSTALLATION MGC50

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$2,995	%	\$2,995	SAME

Options:

Catalog Number:	POLYCOM
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Catalog Description:	UCS PN#VSWS0105
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Catalog Price	Percent Discount	Govt. Price	Academic Price
\$15,000	40 %	\$9,000	\$9,000

Scheduling and Management Software

Offeror:	WIRE ONE
Manufacturer:	TANDBERG
Catalog Number:	PLATINUM PARTNER - PAGE 4
Catalog Description:	TANDERG MANAGEMENT SUITE - PN#112160 CLIENT SOLUTION PACKAGE PN#113612C25 / APPLICATION INTEGRATION PACKAGE#113612A1/ NETWORK INTEGRATION PACKAGE PN#113612N1 (windows server & SQL database is required)

Catalog Price	Percent Discount	Govt. Price	Academic Price
PN#112160 \$1,500	25 %	\$1,125	SAME
PN#113612C25 \$2,500	25 %	\$1,875	SAME
PN#113612A1\$40,000	25 %	\$30,000	SAME
PN#113612N1\$40,000	25 %	\$30,000	SAME

Options:

Catalog Number:	PLATINUM PARTNER
Catalog Description:	TMS 25 -PN#113612S25

Catalog Price	Percent Discount	Govt. Price	Academic Price
\$3,750	25 %	\$2,812.50	SAME

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Options:

Catalog Number:	
Catalog Description:	

Catalog Price	Percent Discount	Govt. Price	Academic Price
	%		

Commonwealth of Virginia Audio Visual Products & Services Request for Proposal 2005-027

Workbook S - Service Quality and Assurance

Supplier Name:	WIRE ONE COMMUNICATIONS
Submitted By:	AMANDA WHITT

please populate shaded regions

*Instructions: Please populate the table below with any Commonwealth of Virginia contractual requirements stated in the Request for Proposal (RFP) document that you are **unable** to comply with. Please state the requirement and propose your company's alternative solution. If you do not state an exception to a requirement, you will be implying by default that your company can meet specified requirements at no additional cost. Please use the table below to also note any relevant additional services not previously covered in the RFP document.*

Service and Quality Assurance

Service/Quality Requirement	RFP Document Page Number	Proposed Supplier Alternative	Comments

Please explain any additional performance guarantees your company is willing to extend to the Commonwealth of Virginia

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EXHIBIT C
CONTRACT NUMBER VA-050912-WONE
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
Wire One Communications.

Exhibit C is hereby incorporated into and made an integral part of Contract Number VA-050912-WONE ("Contract") between the Virginia Information Technologies Agency ("VITA" or "Commonwealth" or "State") and Wire One Communications ("Wire One" or "Contractor"). ExhibitC includes the "Wire One Educational Services", attached.

In the event of any discrepancy between this Exhibit C and Contract No. VA-050912-WONE, the provisions of Contract No. VA-050912-WONE shall control.

Wire One Enhanced Educational Services

Course Offerings

Course Name	Course Description
Videoconferencing Systems End User Remote ES-GS-END-R	This course provides users the skills and confidence necessary to dial from and participate in a videoconference. This training is conducted over video using customer's equipment. Instructional materials are provided. Customer must be able to connect to our Training Center. Available for ViewStation, VSX, iPower, TANDBERG, Sony, VTEL, or VCON systems. Course length: <i>up to two hours</i> . Limit: 8 students per class.
Videoconferencing Systems End User Onsite ES-GS-END-OS	This course provides users the skills and confidence necessary to dial from and participate in a videoconference. This training is conducted on customer's site using customer's videoconferencing system. Instructional materials are provided. Available for ViewStation, VSX, ViaVideo, iPower, TANDBERG, Sony, VTEL, or VCON systems. Course length: <i>up to 3 two-hour sessions in a single day</i> . Limit: 8 students per session.
Videoconferencing Systems Admin Remote ES-GS-ADMIN-R	This course is designed for those who will be in charge of configuring, maintaining and troubleshooting videoconference equipment. It is conducted over video using customer's equipment. Instructional materials are provided. Customer must be able to connect to our Training Center. Available for ViewStation, VSX, iPower, TANDBERG, Sony, VTEL, or VCON systems. Course length: <i>up to two hours</i> . Limit: 8 students per class.
Videoconferencing Systems Admin Onsite ES-GS-ADMIN-OS	This course is designed for those who will be in charge of configuring, maintaining and troubleshooting videoconference equipment. It is conducted on customer's site using customer's equipment. Instructional materials are provided. Available for ViewStation, VSX, iPower, TANDBERG, Sony, VTEL, or VCON systems. Course length: <i>up to 3 two-hour sessions in a single day</i> . Limit: 8 students per session.
Polycom MGC End User Onsite ES-ACCORD-END-OS	This course includes a hardware and software overview, administration scheduling, basic operations, and basic maintenance of the Polycom MCU. It is conducted on the customer's site using customer's equipment. Course length: <i>up to 1 day</i> . Limit: 5 students per class.
Polycom MGC Administrator Onsite ES-ACCORD-ADMIN-OS	This course is designed for those who require more in-depth knowledge of configuration and maintenance issues for the Polycom MCU. It includes basics of scheduling and monitoring calls, but concentrates on the technical side of the box. It conducted on the customer's site using customer's equipment. Course length: <i>up to 1 day</i> . Limit: 5 students per class.
Polycom MGC End User and Administrator Combo Onsite ES-ACCORD-COMBO-OS	This is a combination of the above two courses designed to be run in two separate sessions: one for end users, and one for administrators. It conducted on the customer's site using customer's equipment. Course length: <i>up to 2 days</i> . Limit 5 students per session.
Polycom WebCommander Onsite ES-POLY-WEB-OS	This course is designed for those responsible for using WebCommander to schedule and monitor calls on the Polycom MCU. It is conducted on the customer's site using customer's equipment. Course length: <i>up to ½ day</i> . Limit: 8 students per class.
Polycom PathNavigator Onsite ES-POLY-PATH-OS	This course is designed for those responsible for using PathNavigator as their Gatekeeper for an H.323 network. It is conducted on the customer's site using customer's equipment. Course length: <i>up to ½ day</i> . Limit: 8 students per class.
Polycom Global Management System (GMS) Onsite ES-POLY-GMS-OS	This course is designed for customers who are utilizing Polycom's Global Management System for management of their H.323 network and endpoints. It is conducted on the customer's site using customer's equipment. Course length: <i>up to ½ day</i> . Limit: 8 students per class.

RADVision / Cisco VialP Gateway / Gatekeeper / MCU Onsite ES-RAD-VIA-OS	This course is designed for individuals responsible for understanding, deploying, and / or supporting RADVision / Cisco H.323 Enterprise Gateways, Gatekeepers, or MCUs. Includes H.323 standards and a networking overview as well as hands-on practice. It is conducted on the customer's site using customer's equipment. Course length: <i>up to 1 day</i> . Limit: 8 students per class.	\$3,500
TANDBERG MCU Onsite ES-TAN-MCU-OS	This course is designed for individuals responsible for understanding, deploying and / or supporting TANDBERG MCUs. Includes H.323 standards and a networking overview as well as hands-on practice. It is conducted on the customer's site using customer's equipment. Course length: <i>up to 1 day</i> . Limit: 8 students per class.	\$3,500
TANDBERG Management Suite Onsite ES-TAN-TMS-OS	This course is designed for customers who are utilizing TANDBERG Management Suite for management of their H.323 network and endpoints. It is conducted on the customer's site using customer's equipment. Course length: <i>up to ½ day</i> . Limit: 8 students per class.	\$2,800
Introduction to H.323 Onsite ES-INTRO-323-OS	This course is designed for individuals who require an introduction to IP telecommunications networks and equipment associated with videoconferencing applications. An excellent review for experienced technicians. It is conducted on the customer's site. Course length: <i>up to 1 day</i> . Limit: 8 students per class.	\$3,500
Mastering Distance Education Onsite ES-MDE-OS	This course is designed to demonstrate the value of Distance Education. Upon completion, the student should be able to conduct any size Distance Learning class with confidence. Workshops will be performed throughout the class. Instructional materials will be provided. It is conducted on the customer's site using customer's equipment. Course length: <i>2 days</i> . Limit: 8 students per class.	\$5,200

**EXHIBIT D CONTRACT NUMBER VA-050912-WONE
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
WIRE ONE COMMUNICATIONS**

Exhibit D is hereby incorporated into and made an integral part of Contract Number VA-050912-WONE ("Contract") between the Virginia Information Technologies Agency ("VITA" or "Commonwealth" or "State") and Wire One Communications ("Wire One" or "Contractor"). In the event of any discrepancy between this Exhibit D and Contract No. VA-050912-WONE, the provisions of Contract No. VA-050912-WONE shall control.

EXHIBIT D, MAINTENANCE AGREEMENT

This Maintenance Agreement Exhibit ("Maintenance Exhibit") is entered into as of _____, 20__ ("Exhibit Effective Date") and, except as expressly set forth or provided herein, shall be governed by the terms and conditions of the Master Product and Maintenance Agreement, Agreement # _____, between the Virginia Information Technologies Agency (hereinafter referred to as the "VITA"), pursuant to §2.2-2012 of the Code of Virginia, and _____ ("Supplier"), effective _____, (the "Contract").

A. Purpose

Supplier agrees to provide certain maintenance services ("Services") for the Product listed in Attachment A hereto in accordance with the terms and conditions set forth below, and VITA agrees to utilize the Services in accordance with the terms and conditions set forth below.

B. Definitions

As used in this Exhibit, the terms set forth in this Section shall have the meanings provided herein. Other terms used in this Exhibit but not defined in this Section shall have the meanings ascribed thereto or are otherwise defined in the Contract in which they are used and shall have the meanings therein indicated.

1. Product

Product listed in Attachment A to be maintained under this Exhibit.

2. Maintenance Coverage Period (MCP)

The time-frame during which Supplier shall respond to a request for Service and during which maintenance service calls are covered by the annual Maintenance Charge. The MCP shall be twenty-four (24) hours per day, seven (7) days per week, excluding those holidays set forth in Attachment C.

3. Maintenance Record

VITA's automated dispatch and service tracking system record.

4. Maintenance Services

Those Services, preventative and remedial, performed by Supplier at VITA's request in order to ensure continued operation of the Product.

5. Operating Condition

That condition which allows the Product to function in a normal, acceptable working manner, as designed by the Product manufacturer.

6. Response Time

The time between Supplier's receipt of VITA's request for Maintenance and the time Supplier commences repair of the Product.

C. Term and Termination**1. Exhibit Effective Date**

This Maintenance Exhibit shall become effective on the date set forth above, upon execution by VITA and Supplier. Product designated for Service by Supplier as listed in Attachment A of this Exhibit shall continue under contract for two (2) years. Thereafter, this Maintenance Exhibit may be renewed for subsequent twelve (12) month periods should VITA elect. VITA may terminate this Maintenance Exhibit, in total or as to any portion of the Product, once per year without cause, provided however, that VITA shall provide Supplier written notice of such intent to terminate ninety (90) days in advance of any anniversary of this Maintenance Exhibit.

2. Termination for Cause

Should Supplier fail to perform its material obligations under this Maintenance Exhibit, VITA shall give Supplier written notice of such failure. Supplier shall have 45 days from receipt of said notice to correct this failure at no cost to VITA. Should Supplier fail to correct its performance within the 45 day period, VITA shall have the right to immediately terminate this Maintenance Exhibit or a portion of this Maintenance Exhibit by giving Supplier written notice of termination, and shall receive a refund of any amounts paid for Services not rendered after the effective date of termination. In the event of termination for breach, VITA reserves all remedies available in law and in equity.

D. Services**1. Preventive Maintenance**

Preventive Maintenance is action, including, but not limited to, inspecting adjustment and testing, furnished on a scheduled basis, to diagnose potential problems and ensure proper Product operation, in accordance with the Product manufacturer's recommended procedures.

Preventive Maintenance shall be provided on a schedule as set forth in Attachment B. All Preventive Maintenance shall be performed during the MCP unless the performing of such Preventive Maintenance affects the Product's processing capabilities, in which case Preventive Maintenance shall be performed at other times mutually agreed upon by Supplier and VITA/AUTHORIZED USER.

VITA/AUTHORIZED USER shall provide Supplier with the required access to the Product for such periods of time as are required to perform Preventive Maintenance, subject to VITA/AUTHORIZED USER's security regulations.

Should Supplier fail to provide Preventive Maintenance in accordance with the schedule set forth in Attachment B, VITA/AUTHORIZED USER shall receive a payment equal to ten percent (10%) of the monthly maintenance charge for the Product where the Preventive Maintenance was not provided, for each calendar day until such Preventive Maintenance is provided after the end of the month in which the Preventive Maintenance was scheduled and such payment shall be paid to VITA/AUTHORIZED USER on a quarterly basis. If, however, Preventive Maintenance cannot be accomplished as scheduled due to VITA/AUTHORIZED USER's refusal to allow access to the Product, Preventive Maintenance shall be scheduled at a mutually agreed upon time, and Supplier shall be relieved of any liability for failure to perform said Preventive Maintenance under this Section. There shall be no charge to VITA/AUTHORIZED USER for Maintenance Services necessitated by Supplier's failure to perform Preventive Maintenance on schedule.

2. Remedial Maintenance

Remedial Maintenance is maintenance service, (in accordance with the Product manufacturer's recommended procedures for repair of the Product), necessary to identify and repair Product malfunctions in order to return the Product to its original Operating Condition. Supplier agrees to utilize the most expeditious methods of restoring the Product to its original Operating Condition, which may include part or whole unit replacement.

The Maintenance Charge entitles VITA/AUTHORIZED USER to PM and Remedial Maintenance requested at any time for calls during the MCP. Supplier shall perform

Remedial Maintenance when VITA/AUTHORIZED USER notifies Supplier of a Product malfunction. Calls dispatched outside the MCP may be subject to Service Out-of-Scope charges. VITA/AUTHORIZED USER may elect, at any time, an alternative MCP offered by Supplier. Such amendment shall take effect within thirty (30) days following Supplier's receipt of VITA/AUTHORIZED USER's written notice.

3. Response Time

Supplier agrees to provide a Response Time not to exceed four (4) hours. Supplier shall be deemed to have received VITA/AUTHORIZED USER's request for Remedial Maintenance when VITA/AUTHORIZED USER advises Supplier of its need for Maintenance via LMR, printer message or telephone call.

4. Service Out-of-Scope

VITA/AUTHORIZED USER may, at any time it deems necessary, request maintenance service which is outside the scope of this Maintenance Exhibit ("Service Out-of-Scope"), including, but not limited to: (i) service on equipment not covered by this Maintenance Exhibit, (ii) repair of damage or replacement of parts of Product resulting from changes in the Product environment, extraordinary use of the Product, or interconnected devices by VITA/AUTHORIZED USER, or (iii) service outside the applicable MCP. The charge for such Service Out-of-Scope shall be at the hourly rate specified in Attachment A hereto and shall be inclusive of all expenses. Maintenance requested for a unit of Product within the forty-eight (48) hour period immediately following Remedial Maintenance performed on the same unit of Product for the same problem, shall be at no cost to VITA/AUTHORIZED USER.

Requests for Service Out-of-Scope shall only be approved for payment by VITA/AUTHORIZED USER when a Maintenance Record is included with the Service Out-of-Scope invoice.

E. Replacement Parts

Supplier may install or replace parts and components as it determines necessary to ensure Product operation. Such parts and components used for replacement ("Replacement Parts") may be new, used or refurbished, provided Supplier shall use only new Replacement Parts or Replacement Parts of equal quality and functionality. All parts and/or components replaced become the property of Supplier. Supplier agrees to provide and maintain, in good repair, adequate Replacement Parts and test equipment required for the Maintenance of the installed base of Product.

F. Maintenance Dispatch Procedures

VITA/AUTHORIZED USER's designated control organization shall have the exclusive authority to request Maintenance Service. Supplier shall not respond to calls for service from any other source without prior written approval of VITA/AUTHORIZED USER's agreement administrator designated herein.

G. Dispatch System/ Record

Supplier shall utilize the Maintenance Record for reporting all Maintenance Services performed hereunder, using VITA/AUTHORIZED USER's reporting system procedure. Maintenance Records shall be utilized for recording the following:

- ii). Installation/Relocation/Removal/Modifications
 - i). Remedial Maintenance
 - ii). Preventive Maintenance
 - iii). Service Out-Of-Scope

H. On Site Coverage

For those locations where VITA/AUTHORIZED USER has selected dedicated on-site coverage, Supplier shall provide the following services in addition to Maintenance Services: (i) relocation of previously installed Product; (ii) assistance to VITA/AUTHORIZED USER's communications department in mutually acceptable duties related to the Maintenance Services provided under this Maintenance Exhibit; and (iii) cabling, if applicable. Attachment A shall identify all locations that are covered by on-site coverage.

I. Spares

Supplier/VITA/AUTHORIZED USER has agreed to provide all spare parts as shall be required to maintain the Product covered by this Maintenance Exhibit. Supplier agrees to make available and distribute such parts, in good repair, to each engineer servicing the Product covered by this Maintenance Exhibit.

Supplier agrees to maintain, in good repair, adequate spares and test equipment for all the Product.

J. Equipment Covered

Attachment A lists all Product types covered under this Maintenance Exhibit. Supplier's billing report or other agreed upon inventory record shall be updated monthly and shall list the Product covered under this Maintenance Exhibit by type, quantity and location. Product quantities and types may vary as Product is added or deleted from coverage. VITA/AUTHORIZED USER is not obligated to continue Maintenance on Product that has been removed from service, provided Supplier has been notified of such removal. Notification shall consist of a Maintenance Record or other agreed to written instrument. In such event, this Maintenance Exhibit shall be automatically amended without further action by VITA/AUTHORIZED USER or Supplier to reflect the relocation, addition or deletion of Product. Such amendments shall be incorporated herein, and the Product described therein shall be covered by this Maintenance Exhibit for the unexpired term hereof.

K. Charges and Payment**1. Maintenance Charges**

VITA/AUTHORIZED USER shall pay Supplier annually in accordance with the charges specified on Attachment A. For Product added during the MCP, VITA/AUTHORIZED USER shall be invoiced for the prorata portion of the Annual Maintenance Charge commencing on the effective date of Maintenance coverage for each item of Product through the end of the MCP, so that the all Product covered by Maintenance Services shall be on a coterminous schedule. Maintenance charges for equipment added to this Maintenance Exhibit after the fifteenth (15th) day of any given month shall be assessed from and after the first day of the month following that in which the Product was added hereunder. Thereafter, Supplier shall invoice VITA/AUTHORIZED USER forty-five (45) days in advance of the anniversary date of this Maintenance Exhibit.

2. Installation Charges

(To be determined)

3. Service Out-of-Scope Charges

Supplier's hourly charges for Service Out-of-Scope are as set forth on Attachment A. Supplier shall invoice VITA/AUTHORIZED USER for Service Out-of-Scope charges on a monthly basis. Each Service Out-of-Scope charge must be supported per incident, by a Maintenance Record, or VITA/AUTHORIZED USER shall not be liable to pay such Service Out-of-Scope charges.

4. Annual Maintenance Charge Changes

There shall be no increases to the charges set forth on Attachment A hereto for a period of two (2) years from the effective date of this Maintenance Exhibit. Thereafter, should this Maintenance Exhibit be extended, Supplier may increase its charges once a year upon ninety (90) days prior written notice to VITA. Each such increase may be no greater than the percentage increase in the Consumer Price Index for All Urban Consumers, All Cities Average, as published by the Bureau of Labor Statistics of the Department of Labor (<http://stats.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior thereto, with a maximum annual increase of 3%.

5. Invoicing and Payment

All invoices, with supporting documents, must be received by VITA/AUTHORIZED USER no later than ninety (90) days after Service is performed. Supplier shall submit separate invoices for the Maintenance Charges, (detailing the Product types and quantities by site), for Service Out-of-Scope billable activities, and for any installation services, including the

appropriate Maintenance Record or other agreed upon written instrument. Additional invoices may be required by VITA/AUTHORIZED USER, from time to time detailing charges for Product at affiliate locations by corporate department.

L. Selection and Management of Supplier Personnel

Supplier shall take such steps as may be necessary to ensure that all Supplier personnel provided under this Contract are competent and knowledgeable of the contractual arrangements and the applicable SOW between VITA/AUTHORIZED USER and Supplier. Supplier shall be solely responsible for the conduct of its employees and subcontractors and shall ensure that such employees and subcontractors comply with VITA/AUTHORIZED USER's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws. VITA/AUTHORIZED USER reserves the right to require the immediate removal from VITA/AUTHORIZED USER's premises of any employee, subcontractor or agent of Supplier whom VITA/AUTHORIZED USER believes has failed to comply or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

M. Supplier Personnel Supervision

Supplier and VITA acknowledge that Supplier shall be and is the sole employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of and terminate the employment of Supplier personnel.

N. Entire Contract

The following Attachments, including all subparts thereof, attached to this Exhibit are made a part of this Exhibit for all purposes.

Executed as of the last date set forth below by the undersigned authorized representatives of the Parties.

Supplier

By: _____

(Signature)

Name: _____

(Print)

Title: Its: _____

Date: _____

VITA

By: _____

(Signature)

Name: _____

(Print)

Title: Its: _____

Date: _____

EXHIBIT E
CONTRACT NUMBER VA-050912-WONE
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
Wire One Communications.

Exhibit E s hereby incorporated into and made an integral part of Contract Number VA-050912-WONE (“Contract”) between the Virginia Information Technologies Agency (“VITA” or “Commonwealth” or “State”) and Wire One Communications (“Wire One” or “Contractor”). In the event of any discrepancy between this Exhibit E and Contract No. VA-050912-WONE, the provisions of Contract No. VA-050912-WONE shall control



Procedures
Manual
for the
Commonwealth of Virginia

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1 Introduction

1.1 About Wire One Communications

Wire One Communications is the global leader in full service conferencing solutions that is unmatched in their ability to deliver easy-to-use and reliable, high quality conferencing equipment and services enabling clients to effectively communicate with staff, colleagues, business partners, and customers using any combination of collaboration technologies.

We offer our customers videoconferencing and networking products from leading manufacturers such as Polycom (Accord / PictureTel), TANDBERG, Cisco, RADVISION, Sony, VCON, and VTEL. We also provide a comprehensive suite of video, audio, data, and network services including design, video bridging and gateway services, IP network, project management, installation, on-site and remote technical assistance, training, engineering, and maintenance.

Headquartered in King of Prussia, PA and Miamisburg, OH, Wire One currently has 38 offices across the United States and the UK. With service technicians strategically placed across the United States, Wire One offers uncompromising service and support to our customers.

Wire One Communications – created by the merger of Wire One and V-SPAN

In October, 2004, Gores Technology Group, LLC announced that it signed a definitive agreement to acquire V-SPAN, Inc., the world's largest video collaboration solutions company in a merger transaction with Wire One, the global leader in videoconferencing equipment integration and service. Wire One Technology, Inc. led the industry as an end-to-end videoconferencing and AV solutions provider committed to delivering better, faster, and more cost effective video communications solutions. V-SPAN was a global collaboration services provider delivering audio, video, web, and streaming solutions for diverse business applications.

Wire One Communications offers users the only true end-to-end videoconferencing solution in today's market. With over 20 years experience providing videoconferencing and AV solutions to commercial and government organizations, our staff encompasses some of the brightest and most experienced personnel in the industry. This makes us better able to address the fact that each one of our customers has unique business requirements that require Wire One to be flexible, innovative and responsive to their solution needs.

With over 350 employees and Global Network Operation Centers in Philadelphia, Denver, London and 37 field offices throughout the USA, Wire One provides comprehensive domestic and international service. Our 24x7x365 help desk is supported by the largest, most experienced field staff in the industry for equipment and AV solutions.

Wire One provides the following services:

Equipment & network solutions

Equipment solutions

As one of the nation's largest providers of solutions for videoconferencing, Wire One has access to the leading manufacturers' products. This gives us the advantage of putting together the best solution for your application.

Multimedia room packages

Now you can have the advantages of a custom presentation system at a fraction of the cost. These systems are designed with emphasis on award-winning products and performance so your presentations are smooth and professional.

Network solutions - IP Video Connect

High quality, secure, convenient videoconferencing via IP gives you guaranteed performance and complete user satisfaction. You pay only for bandwidth used and reap the benefits of unmatched SLAs, a highly secure VPN and a variety of transmission speeds.

Maintenance & support

Our One Care service program supports your entire videoconferencing system deployment. One Care provides the most comprehensive support in the industry via our team of technical support representatives and engineers; including 24x7x365 help desk, online ticket reporting & tracking, next business day parts replacement, equipment certification and access to our 24-hour video test facility. All services are supported by a work-to-completion commitment.

One Care Remote – our basic service gives you access to all the features of One Care.

One Care Onsite – gives you added coverage for peripherals as well as the assurance that a technician will be on your site if needed within 24 hours of your trouble call.

One Care Plus – all basic One Care services plus network troubleshooting, remote equipment monitoring; a quarterly videoconferencing system analysis and a set of online tools that let you schedule your own conference calls.

Management & monitoring

Video equipment management

Let our certified professionals manage your video equipment so you can focus on your core business. Detailed reports help you predict the performance of any aspect of your video system - endpoints, MCUs, gateways, gatekeepers and routers.

Remote equipment monitoring

Using our exclusive software platform, we provide continuous monitoring of the devices that support your videoconferencing environment. Proactive monitoring lets us troubleshoot system problems before they impact your videoconferences.

Conferencing services

Single source conferencing gives you the flexibility you need to get the communications you want. Schedule your own conferences using our web-based conference center or let our customer support team handle all your logistics. Product packages include:

- Videoconferencing (IP & ISDN)
Self-Service or Produced - Standard or Professional
- Audioconferencing - *Self-Service, Attended or Event*
- Webconferencing
- Streaming

Professional services

Project management

Our project management team provides coordination, experience and leadership for complex installations, service implementations and rollouts as well as custom solutions.

Installation

A well-orchestrated installation sets the stage for successful videoconferences. You can choose from either remote or on-site installation services, confident in Wire One's track record of more than 24,000 successful installations.

Educational services

Our comprehensive training programs put you at ease with your new equipment. We tailor remote and on-site training to the needs of both technical staff and endpoint users.

Consulting services

Wire One will bring its video engineering expertise to your facility for network design, operations planning and migration strategies to help you run an efficient, trouble-free videoconferencing system.

Strategic staffing

We take care of the day-to-day operations so you can enjoy a clear, worry-free videoconference experience. Whether your needs are short or long term, we provide experienced video personnel and a single point of contact for management of your video environment.

Event management

Now you can have high quality, customized production solutions for even the most complex corporate events – with the assurance that your participants have an unsurpassed communications experience.

1.2 How to Use This Procedures Manual

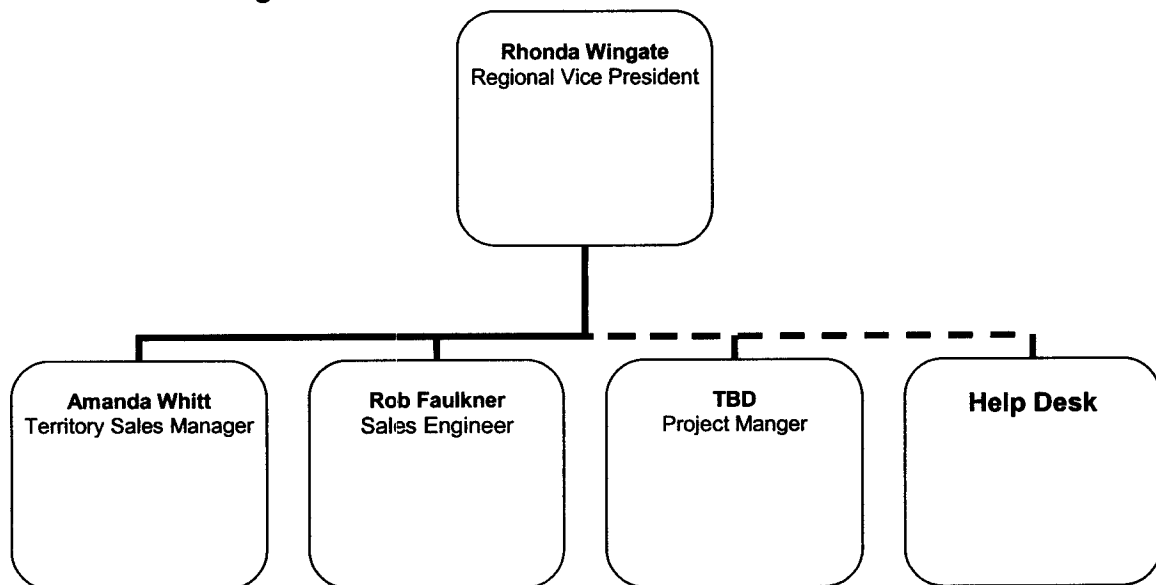
This manual is designed to give you basic information about doing business with Wire One Communications. Any questions not answered in this manual may be directed to the Wire One Team below.

1.3 The Wire One Team

Amanda C. Whitt <i>Territory Sales Manager</i> 1000 Park Forty Plaza, Suite 300 Durham, NC 27713 (919) 847-2429 fax (919) 313-2413 e-mail: amanda.whitt@wireone.com (888)448-7726 x 1082	Responsible for overall account management responsibilities. Primary focus will be to handle any ongoing video sales activity and product updates to ensure you are kept up-to-date with the vendor's latest product developments. Other areas of focus will be to assist you in evaluating video network requirements going forward to ensure that the organization is utilizing the most reliable network capabilities.
Rhonda Wingate <i>Regional VP Sales,</i> (770) 777-2065 fax (770) 777-2066 e-mail: rhonda.wingate@wireone.com	Rhonda provides an escalation point in the unlikely event it is needed by the Account Manager for issues related to sales, service and support. In addition, she becomes the primary point of contact when Amanda is on vacation and always stands as a secondary point of contact if

	Amanda is temporarily unavailable.
Rob Faulkner <i>Sales Engineer</i> (770) 339-2811 fax (770) 339-0157 e-mail: rob.faulkner@wireone.com	Responsible for video pre-sale technical support, video network design and special video integration requirements related to videoconferencing.
Help Desk 800-654-8439	24 x 7 Support
Project Manager (assigned to each job prior to installation)	A dedicated Project Manager is assigned to your job. The PM is arranges shipment of equipment, customer and site coordination, installation of equipment, ordering of circuits if desired, scheduling training and resolving any problems that may arise. The PM also acts as a liaison between sales, service and the customer.

1.4 Wire One Team Organization



2 Authorized User Procedures for Delivery Order Processing

2.1 General

Wire One and the State of Virginia will establish criteria for authorized users to order equipment and services via this contract.

Procedurally, an Authorized User should be afforded with contractor choices from the VITA. The Authorized User may conduct a contractor selection process, which will consist of the following procedure:

- The Authorized User may submit a Request for Quotation (RFQ) to the contractor(s), which describes the Authorized User's requirements. *Authorized Users may not require and a contractor may not propose services not included in the VITA Contract.*
- Any Contractor may be selected by the requesting Authorized User, providing that the Contractor's proposal conforms to the Authorized User's RFQ, the Terms and Conditions of the VITA Contract, and is priced at or below the established firm/fixed VITA pricing.
- The Authorized User then issues a Delivery Order (DO) or Purchase Order (PO), referencing the VITA Contract, and incorporating the Contractor's RFQ response.

2.2 Equipment Only Ordering

All equipment will be ordered through Amanda Whitt, the State of Virginia's Account Representative. Contact information is provided in 1.3 above.

2.3 Request for Quotation Submission

All requests for quotation will be submitted through Amanda Whitt, the State of Virginia's Account Representative. Contact information is provided in 1.3 above.

2.4 Request for Quotation Response

All requests for quotation response will be provided by Amanda Whitt, the State of Virginia's Account Representative. Contact information is provided in 1.3 above.

2.5 Delivery Order Issuance

- Customer and Wire One Sales team design application solution
- Customer purchase order is issued
- Wire One Project Management Office logs order for logistical tracking
- Wire One Project Manager contact customer regarding order schedule and project responsibilities

2.6 Delivery Order Modifications

All requests for delivery order modifications will be submitted through Amanda Whitt, the State of Virginia's Account Representative. Contact information is provided in 1.3 above.

3 Installation and Integration

3.1 Pre-Installation/Integration Planning

- Upon award of the contract, Wire One will immediately assign a Project Manager who will contact the Commonwealth of Virginia ITA, clarify the objectives, discuss implementation schedules, and provide installation dates.

3.2 Coordination with Ordering Authorized User

The Project Manager will work to facilitate and trouble shoot any potential concerns or delays.

Your Project Manager also coordinates all key functions, such as:

- Telco line ordering/coordination and provisioning verification.
- Continual contact with network providers to ensure functionality.
- Verification and update upon completion of milestone tasks.
- Coordination of room readiness and in-house wiring, and location of demark.
- Verification of equipment arrival and network installation.
- Coordination of vendors to meet target installation date.
- Scheduling of end-user training

3.3 Schedules and Milestones

Since each installation is different, your Project Manager will develop a custom installation plan for your job. All Project Managers use Microsoft Project and Visio. Below is a sample of such a plan.

<i>Sample Installation Plan</i>	
Bid is Awarded	
P.O. is issued	
Letter of Agency is Signed	
Project Manager Assigned	
Project Kick-off Meeting (NG & WO)	
Order Network for all locations	
Equipment Configuration	
Equipment Order	
Equipment Delivery	
Digital Network Supplier	
Transmission Type	
Primary Speed	
Network Installation	
Network Tested By Technician	
Status Conference Call	
Equipment Installation	
End User Training	
Final Follow-up	

3.4 Site Availability

The Project Manager will coordinate with your on-site representative to assure the installation proceeds in accordance with site specifications and with minimum impact on existing facility use.

Customer is responsible to be prepared to receive equipment, have rooms ready per our project discussions, and have any in-house wiring or environmental recommendations ready before our on-site installation.

The customer or the customer's network vendor is responsible for ordering any network and verifying provisioning with our Technical Project Managers. In some cases, Wire One can order the network for you directly.

3.5 Inspection and Acceptance

3.5.1 Loss or damage in transit

Wire One is responsible for shipping equipment to your designated locations, coordinating the project tasks and timelines, and ensuring communications between all project contacts.

3.5.2 Receipt of Systems

Customer is responsible to be prepared to receive equipment, have rooms ready per our project discussions, and have any in-house wiring or environmental recommendations ready before our on-site installation.

3.5.3 Inspection

Customer should note any visible damage upon receipt of equipment. Wire One's Field Service Engineer will unpack equipment from the original shipping containers, conduct a visual inspection for damage, verify completeness of equipment delivery and notify Project Manager of any missing components or concealed damage as needed.

3.5.4 Installation

Wire One will dispatch per the schedule a Field Service Engineer to perform the on-site installation, turn-up, and acceptance testing of the systems purchased. During the installation, you are entitled to receive a basic systems training from our engineer. This training is designed to familiarize your administrative contacts about the system and what to do if you have problems. The PM also takes care of:

- Installation of telecommunication, videoconference and peripheral equipment.
- Testing to verify equipment and network functionality.
- Completing installation checklist.

3.5.5 Acceptance Test

Your Project Manager finalizes all project details, configuration/diagrams, dial numbers and contact information and enters the data into the One Care tracking system. A copy of the Installation Completion and Acceptance agreement is found at the end of this document.

3.6 Training

End-User Conference Training is conducted by Wire One Educational Services department after installation to create maximum acceptance and enthusiasm for video/conferencing application. These courses are limited to eight persons per session and are approximately two hours long. All Wire One trainers are vendor-certified and have two or more years experience in videoconferencing training.

The One Care Installation price includes a system orientation session with all equipment installations. On-site training is an option and we will design courses specifically to meet your needs. Wire One's Educational Services department can provide End User, Administrative, and

Technical Training for all of the equipment deployed in the videoconferencing environment. A complete description of our Educational Services department and courses offered can be obtained through the State of Virginia Account Representative.

3.7 Documentation

The Project Manager will provide all documentation relevant to the equipment purchased.

3.8 One Care Maintenance Plan and Warranty Information

The Project Manager will provide all warranty information relevant to the equipment purchased.

One Care Comprehensive Customer Support

Our One Care service program covers your entire system deployment for one annual fee. Wire One supports all your locations with knowledgeable support representatives and engineers, dedicated to quality service and technical solutions.

The Wire One customer service difference is a team of technical professionals committed to providing you with unmatched video communications service and support.

Your videoconferencing program is a valuable investment for your business. Wire One protects that investment with maintenance and service products that help ensure effortless videoconferencing every time.

Should you encounter any product or maintenance problem, Wire One's Maintenance service will resolve it quickly, efficiently and to your complete satisfaction.

24x7x365 Help Desk Services

Wire One's Help Desk has 24x7 coverage providing the industry's most comprehensive conferencing support services in the industry.

Wire One provides subject matter expertise for all components that could potentially comprise an organization's conferencing environment including: operating systems, endpoint hardware and software, MCU's, gatekeepers, gateways, ISDN and IP networks, conferencing related software applications and a host of peripheral devices such as projectors and scan converters. Wire One has over 20 years of experience supporting videoconferencing infrastructure translating to practical support experience for countless devices in virtually unlimited configuration states.

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Nationwide On Site Service and Parts Replacement

With One Care On-Site and Plus programs, our expert Help Desk performs all diagnostic procedures remotely with site administrators or designated site contacts. If the Help Desk technician determines that on site support is required, the right part and a Wire One field engineer will be on site as needed ensuring quick and professional resolution of issues.

Without One Care, standard parts replacement and service intervals for equipment is typically up to 30 days from the time the part is returned to the factory. Next business days parts replacement is a One Care policy that establishes an unparalleled level of customer service.

Nationwide network trouble coordination

Wire One works directly with your carrier to insure proper provisioning and routing of videoconferencing lines in the event you have network trouble.

24 Hours Test Facilities

Wire One provides 24 hour test facilities for all One Care customers. Wire One's 24 hour test facilities allow customers to perform device loop back testing at their convenience 24 hours a day 7 days week and anytime additional support is necessary Wire One customers have the security and convenience of the Wire One Help Desk services anytime day or night.

Nationwide Work-to-completion commitment

Wire One Help Desk technicians and field engineers are determined to solve any system problem you experience – no matter how long it takes.

Automated trouble ticket process and escalation procedures

Unique to Wire One, we log all customer equipment and related maintenance data into our database, along with special servicing considerations, notes and drawings. This way, when you contact our Help Desk, the technician has all the information critical to your system right on screen. Our online service system automatically informs senior service management if specified parameters are not met.

Preferred time and material rates for out of scope work

Preferred time and material rates apply for work performed on system currently covered by a One Care maintenance agreement but require services that fall outside the scope of its coverage. These rates represent a savings of 25 percent.

On Line Reports

Our easy-to-use interface lets you open tickets and track real-time status right from your desktop. You can check current ticket status, history, statistics and service performance to get valuable insight into your system – and often identify issues that give you better system performance.

4 Problem Resolution

4.1 Procedures (General)

Wire One's expert Help Desk engineers perform all diagnostic procedures over the phone with your on-site system administrator or technician. If our Help Desk engineer determines that your situation requires a hardware change or onsite technician, you can be assured that the right part and/or the Wire One Field Engineer will be at your site within 24 hours of the trouble call. (US locations)

When a trouble call comes into Wire One's service and support center, a quick start to solving the problem includes an automated trouble ticket process. This process informs our technicians the current equipment and network configuration of each customer's site. Our priority escalation ensures that all tickets are accounted for and resolved in a timely basis.

4.2 Help Desk

Our Technical Telephone support is available 7x24 at 800-654-8439. Technical support inquiries can also be made through our website at www.wireone.com.

4.3 Response Time

All calls placed to the Help Desk will be answered, if not immediately, within 30 minutes. All Help Desk engineers are trained technicians and have working knowledge of all the products we represent. Based on our internal Help Desk data, 85% of the incoming service calls are resolved at the Help Desk. Technicians are dispatched to a customer site when necessary.

Penalties applied if the guarantees are not met will be handled on a case-by-case basis.

4.4 Problem Determination

When a problem occurs, the Wire One Help Desk will try to determine the cause via phone. If we determine that the problem is not part of the equipment under our jurisdiction and the customer requests us to make an on-site visit, we will do so. Once on site, if the problem is not ours, the customer will be charged our normal time and materials rates plus travel costs.

4.5 Repair

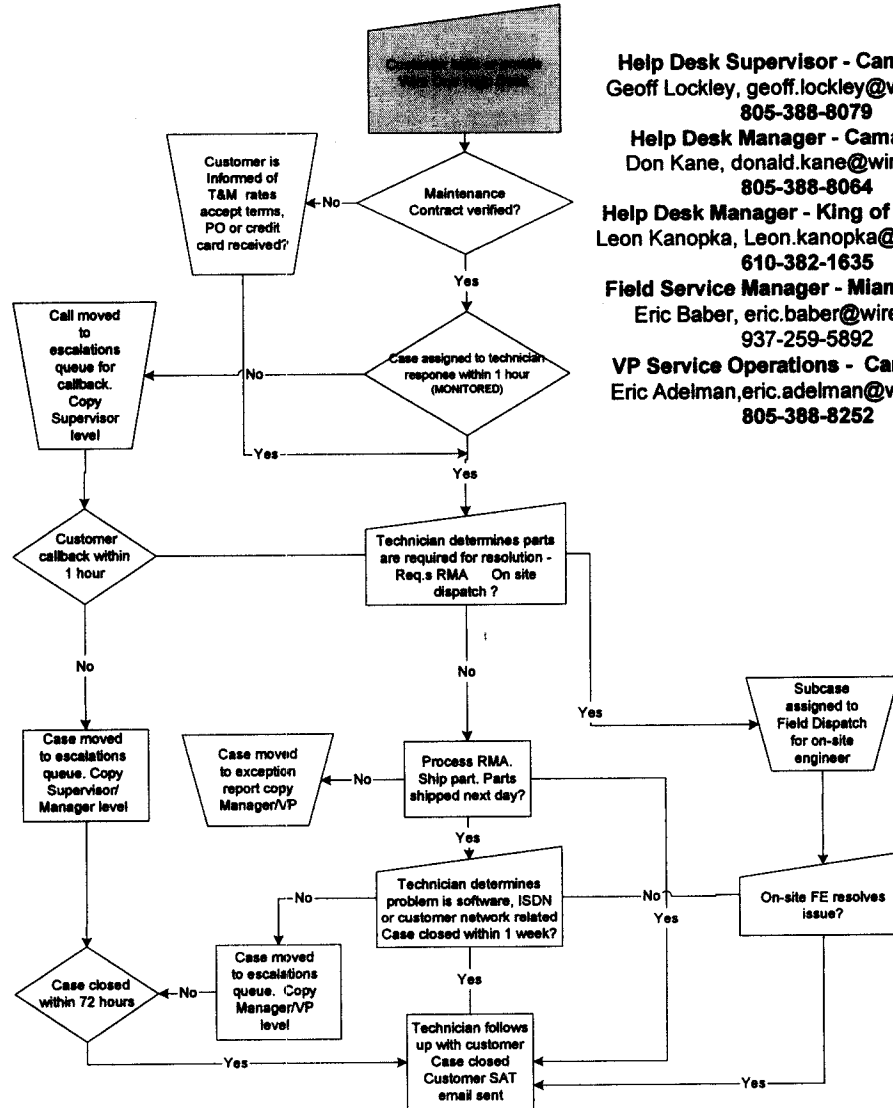
If our Help Desk engineer determines that your situation requires a hardware change or onsite technician, you can be assured that the right part and/or the Wire One Field Engineer will be dispatched to your site.

Wire One's primary service repair depot is located in Miamisburg, OH. There are dedicated resources to the process RMA materials. Camarillo, California holds a strategic stock and is also staffed to handle RMA processing. Wire One also maintains strong relationships with the spares departments of all its major suppliers, providing an even greater assurance of timely parts delivery.

4.6 Problem Escalation Procedures



Help Desk Service Request Flowchart



Help Desk Supervisor - Camarillo, CA
Geoff Lockley, geoff.lockley@wireone.com
805-388-8079

Help Desk Manager - Camarillo, CA
Don Kane, donald.kane@wireone.com
805-388-8064

Help Desk Manager - King of Prussia, PA
Leon Kanopka, Leon.kanopka@wireone.com
610-382-1635

Field Service Manager - Miamisburg, OH
Eric Baber, eric.baber@wireone.com
937-259-5892

VP Service Operations - Camarillo, CA
Eric Adelman, eric.adelman@wireone.com
805-388-8252

5 Invoices

5.1 Invoice Requirements

Wire One will provide the State of Virginia with invoices that state the contract number and detail all the items requested on the original purchase order.

5.2 Invoice Submission Schedule

Wire One will invoice the State of Virginia after the equipment is installed and the job is signed off.

5.3 Invoice Authorized User Approvals

Wire One and the State of Virginia will establish criteria for authorized users to submit invoices via this contract.

5.4 Payment

Wire One will adhere to the Terms and Conditions of the VITA Contract.